



Welcome to CSU's Gridwatch Managed Services

**We will be taking care of
all your technology needs.**

- Cloud Computing
- Remote IT Services
- Cyber Security Training
- Mobile Device Management
- VoIP Phones

OUR SERVICES

- Data Backup & Recovery
- Managed Services
- IT Consulting
- Network Security

WE ARE HERE TO HELP YOU WITH YOUR:

- Computers
- Telephones
- Printers
- Hand Held Device Connectivity

*The following document introduces our team,
and explains how to submit a ticket when you
experience a computer problem.*

The Who's Who of CSU

President

Michelle Sherman



Chief Technical Officer

Chuck Sherman



Operations Manager

Mike Rodis



Supporting You With Your Computer Issues: Meet Our Team



Melvin



Will



Byron



Daniel



Luis



Adam



Paola



Caitlyn



Alyssa





There Are 3 Ways to Reach CSU and Submit a Service Ticket:

1. Call us! (703)-968-2600

We will submit a ticket for you.

2. E-mail us! helpdesk@csuinc.com

Send

To CSU HelpDesk <HelpDesk@csuinc.com>

Cc

Subject Help! I am not receiving emails

Hi,
I am not receiving emails to company@company.com

I called our client and they said they have sent the email twice yet I do not see it and it isn't in my spam.

Thanks!
Your name

Once you hit send, the email is sent to our ticket board.

*The status comes in as **New**, which tells our Operations Manager, Mike, that it needs to be assigned to a technician.*

Ticket #	Age	Status	Company	Summary Description
1012280	0	New (email connector)	Company	Help! I am not receiving emails
1009617	3.5	New	Akina Pharmacy	Service AppAssureAgent is Missing for FILE1
1009608	3.5	New	Akina Pharmacy	Service AppAssureAgent is Missing for AKINA-DC-01
1010848	2	Assigned	Akina Pharmacy	Need to increase phone system storage

There it is!



There Are 3 Ways to Reach CSU and Submit a Service Ticket:

3. Access the “Help” icon located at the bottom of your computer screen.

The Helpdesk icon is located to the right bottom side of your screen next to the time display.



It's a white box that says “HELP”

The icon allows you to

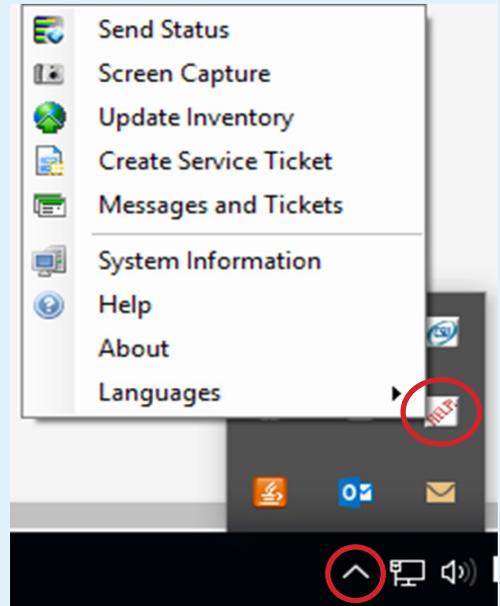
1. Create service tickets,

2. Attach screenshots to tickets,

3. Send status updates

4. View messages

simply by clicking on the desired option to fit your needs.



**If you don't see the icon, click on the “up” arrow on the task bar at the bottom of your screen.*

Then, click on the



Icon to bring up your options.

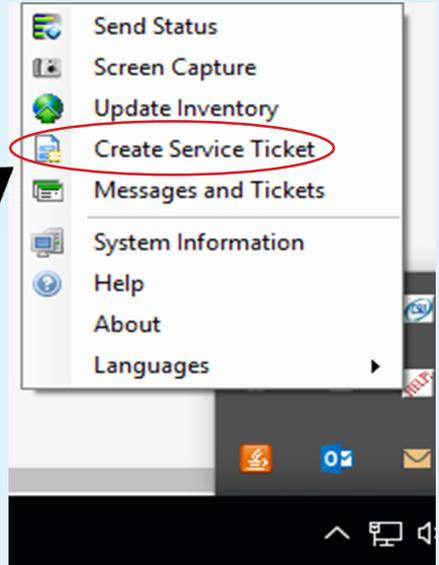




There Are 3 Ways to Reach CSU and Submit a Service Ticket:

3. Access the “Help” icon... (continued)

Next, from the  icon you can “Create a Service Ticket”



(...continued...)

(If you have an error on the screen, you can even attach a screenshot!)

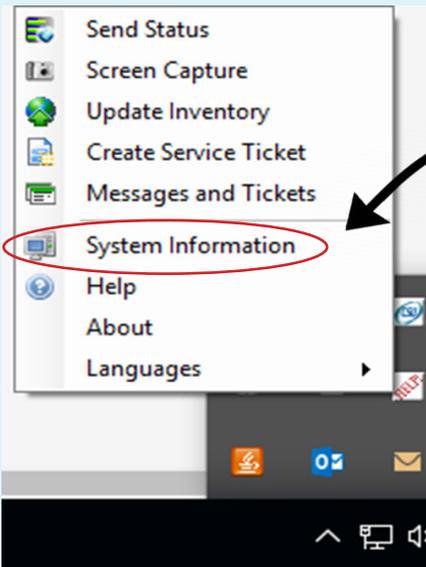




There Are 3 Ways to Reach CSU and Submit a Service Ticket:

3. Access the “Help” icon... (continued)

In addition, to give us information about the computer you are working on or you are having problems with, click the  icon and select



“System Information”

(This is where you will find the **computer*

*It would help us a lot if you would include the **computer name** when you submit a service ticket!*



Name	Value
ID:	1440
Computer Name:	CSUAMSHERMAN
Domain:	CSUWINC
Username:	CSUWINC\userman
Operating System:	Microsoft Windows NT 10.0.17134.0
Windows Directory:	C:\WINDOWS
Framework Version:	4.0.96019.42000
System	
Uptime:	4 days 5 hrs 35 mins
Domain:	osuno.local
Memory:	8117mb
Disk Volumes:	C:\ (Total=227559mb Free=142134mb)
Network	
Type:	Ethernet adapter
Description:	Realtek PCIe GBE Family Controller
MAC Address:	94-94-A9-27-89-4C
IP:	10.0.0.60
Netmask:	255.255.255.0
Gateway:	10.0.0.253
Ports	
Type:	PPP over L2TP
Description:	Unbranded

Voila! That's how you enter a service ticket.

For any questions, give us a
call at 703-968-2600



COMPUTER
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