Title: Help Desk Information
ID: CSH001
Revision: 1.0

Purpose
This procedure provides information on how our help desk systems work in the Computer Science Department.

Scope
This procedure only applies to the Computer Science Department.

Chat System
Users may use our chat system to speak with a systems staff member if they need help. To access our system they will need to open up a browser and go to http://chat.cs.odu.edu:8080/. If you cannot login with your CS account then please use the guest button, otherwise login with your CS account information. Shortly afterwards you will be speaking with a Systems Group staff member who will help you with your issue. In order to use this system you will need to have at least java 1.5 installed for your browser.

Rootmail
Users may also send an email to root@cs.odu.edu to get help from our System’s staff. The user should expect a maximum of a 24 hour turn around period to receive a reply from the Systems Group.

Definitions
N/A

Revision History
Work in progress.