

Technical Assistance

Having issues or problems with your university-owned hardware or software?

You can now go to <http://easy.csuohio.edu> and create a service incident to have an IS&T technician resolve your issue.



Click “the easy button” to open an incident

- Select Create a New Incident or Ask a Question
- Select your issue from the Short Description dropdown box or type your own issue (*tip: after clicking on the search icon next to the dropdown box, click on ‘Short Description’ highlighted in the green box to alphabetize the listing*)
- Enter as much detail as possible about your issue in the “please describe your issue in detail below” box and then click submit
- A technician will contact you regarding resolution of your issue

STUDENTS FACULTY & STAFF



Telephone Directory Updates

Moved your office location, changed your department or title?



Click “the easy button” for telecom directory updates

By clicking on the “easy button”, and then selecting Telecom Directory Updates, you can send your requested changes to the Telecommunications department to have the online phone directory updated.

EASY IT Service Suite

Find answers to your computing questions
or open a service incident online, anytime!

Welcome to EASY

IS&T is happy to announce its new service request and tracking system called EASY. Now it is easier than ever to request services, get useful information, search our Knowledge Base, and request help from IS&T. Just point your Browser to <http://easy.csuohio.edu> and sign in using your CSUID and Password. Here you will find helpful links, a news scroll with system information, a link to our Knowledge Base, and an Easy button for help.

Just click on the green EASY button. This will allow you to open a help ticket (incident) for IS&T support and service. As always, you can still call the IS&T Help Desk at 216-687-5050 or send an email to help.desk@csuohio.edu, but now with EASY you can open a help ticket (incident) online, day or night from anywhere with internet connectivity. All of your demographic information will be populated into the ticket for you from PeopleSoft, you just have to either select from a drop down list of short descriptions that identify your problem or enter some detail information and click Submit. It is that EASY.

From the self-service screen look for the link "How do I use Easy Self Service" under the Quick Links section. This will guide you through the process of opening an incident for help or service.

IT Knowledge Base

Find answers to your computing questions.

Accessible anywhere and always free!

The Knowledge Base was created by IS&T, for all members of the CSU community, to promote knowledge sharing on questions often received from our students, faculty, and staff. We do not simply store frequently asked questions, but also make an attempt to answer any questions you may have about your computer. We have the resources to enable us to answer topics ranging from computer hardware, software, network/internet, and most any other topic pertaining to your PC or Macintosh.

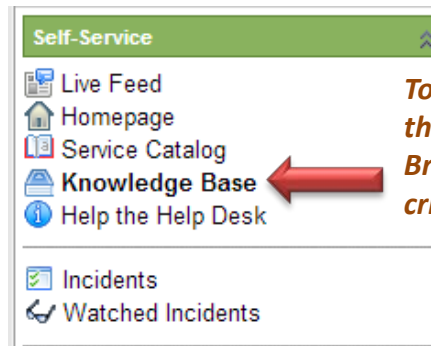
- Please note that your question will be reviewed the following business day.
- Answers will be posted in the knowledge base as soon as information is available.
- You will be contacted via email when a response has been made.
- We will not post comments we deem to be incorrect or inappropriate.



Click "the easy button" to ask a question

To ask a knowledge base question:

- Go to <http://easy.csuohio.edu>
- After clicking on the "easy button", select Create a New Incident or Ask a Question
- Select Ask a Knowledge Base Question from the Short Description dropdown box (*tip: after clicking on the search icon next to the dropdown box, click on 'Short Description' highlighted in the green box to alphabetize the listing*)
- Enter your question in the "please describe your issue in detail below" box and then click submit
- An email answer will be returned to you



To search the knowledge base, click the 'Knowledge Base' link on the left. Browse the topics or enter your search criteria.

Topics Include:

Help Desk
News
FAQ

Desktop
General
Software

Email
Apple

<http://easy.csuohio.edu>