WIPA Technical Help Desk Update

Working with the WIPA Technical Help Desk

Introduction

On December 7, 2015, Abt Associates, as a subcontractor to Virginia Commonwealth University, assumed responsibility for the role previously held by Xerox of operating the WIPA Technical Help Desk. As part of this transition, Abt has implemented some new processes related to how the WIPA technical help desk operates. The purpose of this *WIPA Technical Help Desk Update* is to communicate these changes to the CWICs. The Abt team hopes that being aware of these changes will help improve the CWIC's experience working with the WIPA technical help desk.

Submitting a Ticket

The options for how to submit a ticket have not changed. Tickets can be submitted by phone by calling **855-816 0890**, Monday – Friday, 9:00 am – 5:00 pm ET or by sending an email to **support@wipaccess.com**. CWICs may find email the preferable method for contacting the help desk because emails can be submitted at any time and not just during business hours.

The information CWICs include in their initial contact with the help desk to report an issue can help determine how fast the ticket is resolved. When reporting an issue, CWICs should provide:

- Their name
- Their WIPA agency's name as listed in ETO
- Their phone number
- A detailed description of the problem
- The best time to reach them by phone (specific days and times, if possible)

CWICs who report their issue to the WIPA technical help desk by email will receive an email from support@wipaccess.com confirming the help desk's receipt of their email. As mentioned below (under "Ticket Follow-up: CWIC role" on page 2), it is extremely helpful if CWICs retain this email until their ticket is closed.

Ticket Follow-up: Help Desk role

The WIPA technical help-desk is committed to responding to each newly created ticket as soon as possible. The help desk agents will use their judgement as to whether they need to follow up with CWICs on newly opened tickets by phone or email. While the help desk recognizes that it is often easier to reach CWICs by email, some issues reported to the help desk require phone contact. Whenever a help desk agent leaves a CWIC a voice mail message, the agent will also send the CWIC an email alerting the CWIC of the voice mail.

Ticket Follow-up: CWIC role

If a CWIC wants to **follow up on the status of an open ticket**, or if the CWIC wants to **provide the help desk with additional information related to an open ticket**, the CWIC should hit "reply" to the above-referenced email sent by support@wipaccess.com (if the issue was initially reported to the help desk by email) or should call the help desk at 1-855-816-0890. Please do not send a new email to support@wipaccess.com for inquiries related to an open ticket as this will cause a second ticket to be created for the same issue which will result in two agents contacting the CWIC to try and resolve the same matter.

When **returning the call of a help desk team member**, CWICs should always call the help desk's main number **(855-816-0890)** and not the help desk team member's office phone number (often captured by the CWIC's cell phone or phone system), unless directed to do so in the message left by the help desk team member. It is important that calls to the help desk are made to the help desk's 855-816-0890 number so the help desk can track and monitor the volume of calls received by the help desk.

Shipping a Laptop to the Help Desk

CWICs who need to ship a WIPA laptop to the help desk, either because it is no longer needed or it needs to be serviced, should contact the help desk by email or phone. The help desk provides a postage-paid FEDEX label to use for returning the laptop. The help desk can also send the CWIC a specially designed laptop box, if needed, to use for shipping the laptop. Because the FEDEX label needs to be generated for a specific day (it can be in the future), the agent will ask the CWIC what day the laptop will be sent back to the help desk. If something happens and the CWIC could not ship the laptop on the day planned, the CWIC should contact the help desk with the new ship date and the agent will email the CWIC a second FEDEX label.

Dell Kace Update

Last November, Abt began the process of "pushing out" Dell Kace to all WIPA laptops. While this process went smoothly for many CWICs, there are still WIPA laptops that do not yet have Dell Kace installed. It is important that Dell Kace is installed as this allows the WIPA technical help desk to update and manage the laptops remotely. As CWICs contact the help desk, the agents are checking to see if Dell Kace has been installed on the CWIC's laptop. If it has not yet been installed, the agent will schedule a time for Dell Kace to be installed. The WIPA technical help desk appreciates the CWIC's cooperation as the team works with the CWICs to complete the Dell Kace installation process.

We are Here to Help!

Abt Associates is excited to be operating the WIPA technical help desk and looks forward to helping the CWICs with any WIPA laptop or ETO issues they may have. Please do not hesitate to reach out to us if you have questions, concerns or suggestions on how we can improve the level of service we provide.