



Springfield Hospital

*Where People Come First*



Springfield

Medical Care Systems, Inc.

*Where People Come First*

## MEMO

In an effort to better serve the technology needs of all SMCS and Hospital employees the Help Desk Call Center has been set up to serve as the main point of contact for employees to request assistance. The phone number is 885-7635. We will make every effort to answer the Help Desk between the hours of 7:30am to 4:30pm. When you call the Help Desk, a support staff person will either resolve the issue for you, or escalate the call to a technician that can better assist you. The Help Desk is your first level of support so please be patient if your request is transferred to a second tier level of support. When a support technician is not available to take your call please send an email to [tmshelp@springfieldmed.org](mailto:tmshelp@springfieldmed.org), this will create a help desk ticket that will be queued to be addressed based on the criticality and order in which it was received

The following will guide you in finding the most appropriate technical support technician. **The Help Desk x7635 is your first point of contact for technical support.**

### **General Technical Support**

General technical problems: CPSI, Allscripts, Pacs, Tsystem...etc.

Faxing problems

Printing problems

Computer problems

Hardware problems

Software problems: Lotus email, Microsoft Office, Internet Explorer etc...

Please be aware phone support is currently handled by Engineering – to place a support ticket with Engineering use their ticketing system called FacilityOne, there should be an Icon on your desktop for this.

**Help Desk phone # 885-7635**

Hours of Support 8:30am - 4:30pm.

After normal business hours call the front desk and the technician on call will be paged. Please use after hour support for critical problems that must be resolved immediately. If the issue is not critical please report the problem during normal business hours.