

**START
HERE**

Have an **IT ISSUE?**



Consult with your team and/or department leadership **before** submitting a Service Desk ticket.



The **Service Desk** is the **first point** of contact for IT support.



Do you need **basic IT support?**

Yes

No, I need more help



Now it is time to open a **support ticket**.

Let's choose the **best** way to open a ticket.



Best Option #1: Tickets can be reported **directly** to the Service Desk by using the **Customer Portal**.



Option #2:

If you are **unable** to use Barista or access the Portal, calling the is the next best option.
1.833.264.9651



Service Desk Quick Reference Guide



You can find the **Barista Chatbot** anytime using the **Microsoft Teams App**.

Option #3:

You can also **email** the Service Desk. Please provide as much **information** as possible in the email.

ssm@arnoldmedia.jira.com
or

servicedesk@corp.sharecare.com