

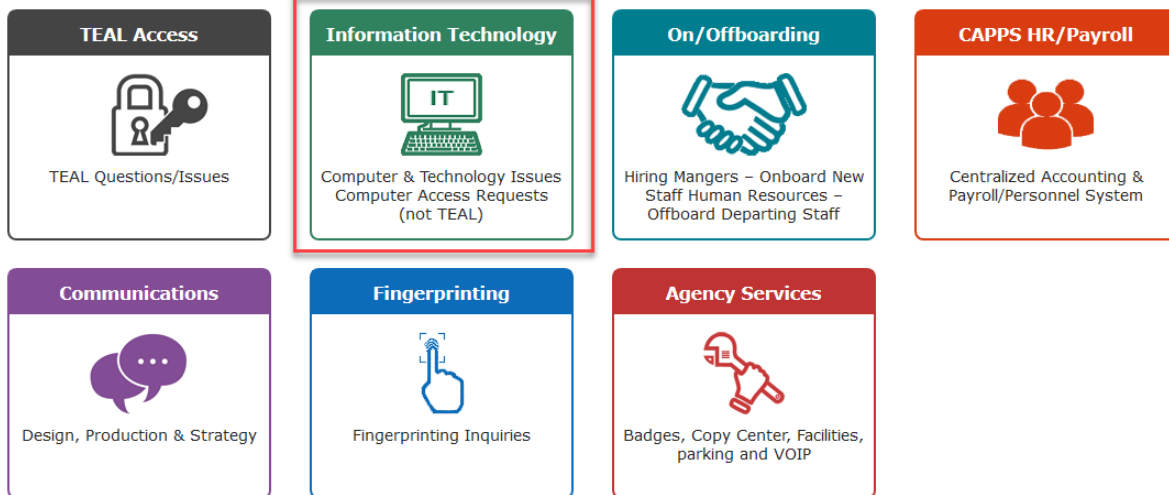
Information Technology Help Desk End User Guide

- Navigate to the [TEA Help Desk](#) and select the Information Technology Tile:

Welcome to the TEA Help Desk!

Click on an icon below to look up information or submit your question to TEA staff. If you are unsure of which area to submit your request, we will do our best to re-route your request to the right place.

For a quick introduction to the new TEA Help Desk see the [quick references](#) or [training videos](#).



- The new ITSM page with links to the Information Technology forms will display.

ITSM

Welcome! You can raise a ITSM request from the options provided.

🔍

[Search help](#)

IT Operations

Database Services


Software Requests

Survey and Online Meetin...


TEAL Technical Support

Web Support

Server and Database Acc...



Request Service
Submit a request for new or existing service from IT Operations



Report an Issue
Problem, Question and/or Issue with the existing product or service.

- The Computer Access form has now been merged with the IT Operations forms.

Legacy Help Desk View:

Computer Access

FAQs - Computer Access

- ★ How do I Set Up an Electronic Signature and Sign Documents Electronically?
- How Do I Submit a Request for Access to Computer Access?
- TEA Help Desk Customer Portal Quick Start Guide

IT Operations

FAQs - IT Operations


- How do I get a PDF to open in Adobe instead of browser?
- How to Setup a Network Printer
- Migrate .pst file to Online Archive

[More...](#)

ITSM Consolidated View:


ITSM


Welcome! You can raise a ITSM request from the options provided.

What do you need help with? 

[Search help](#)


- IT Operations**
- Database Services
- Software Requests
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- TEAL Technical Support
- Web Support
- Server and Database Acce...


 **Request Service**
Submit a request for new or existing service from IT Operations


 **Report an Issue**
Problem, Question and/or Issue with the existing product or service.

- **Example:** To submit a Computer Access Request (CAR) form, select the IT Operations Request a Service form and select the Computer Access/Password Support for the Support Area field on the form.

Support Area

None 



None 


Computer Access/Password Support

PC/printer/software support

Desktop software installation

Infrastructure/other

Network/wireless

Security concerns 

- **Example:** To submit a Computer Access request for Password Support, select the IT Operations Report an Issue form and select the Computer Access/Password Support for the Support Area field on the form.

Support Area

None

None

Computer Access/Password Support

PC/printer/software support

Desktop software installation

Infrastructure/other

Network/wireless

Security concerns

- Database Services contains the Database Administration and Data Modeling forms.

Legacy Help Desk View:

Database Services

FAQs - Database Services

- [TEA Help Desk Customer Portal Quick Start Guide](#)

[Submit a Request](#)

ITSM View:

ITSM

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Database Administration

Request help with job failure, running scripts, DB table backup/restore, csv upload, privileges, DB passwords, DB performance issues, DB problems.




Data Modeling

Request table design changes, schema structural changes and updates, new indexes, schema diagramming, column creation/deletion, copies of data models, etc.

- A Request Software form has been added to Request new server or laptop software, request software client license(s). Request Access to TEA apps like Zoom, Qualtrics, Smartsheets, SharePoint, etc. Inquire about supported packages, existing software license(s) or TEA software standards and compliance.


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[Search help](#)

- IT Operations
- Database Services
- Software Requests**
- Survey and Online Meetin...
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Request Software

Request new server or laptop software, request software client license(s).

Request Access to TEA apps like Zoom, Qualtrics, Smartsheet, SharePoint, etc.

Inquire about supported packages, existing software license(s) or TEA software standards and compliance.

- The TEAMS, Zoom and Qualtrics Support form has been renamed and can now be found under Survey and Online Meeting Tools.

Legacy Help Desk View:

TEAMS, Zoom and Qualtrics Support

FAQs - TEAMS, Zoom and Qualtrics Support

- TEAMS
- Zoom
- For immediate Qualtrics support call 1-800-340-9194


[More...](#)

[Submit a Request](#)

ITSM View:


ITSM

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Survey and Online Meeting Tools

Report usage related problems with or ask questions about Collaboration and Meeting tools like: MS Teams, Qualtrics and Zoom.

- TEAL Technical Support contains the TEAL Technical Support form.

Legacy Help Desk View:

TEAL Technical Support

FAQs - TEAL Technical Support


- TEA Help Desk Customer Portal Quick Start Guide

[Submit a Request](#)

ITSM View:


ITSM

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- Web Support
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TEAL Technical Support
Request service, report issues or submit questions related to the TEA Login site (TEAL).

- Web Support contains the Web Services and Web Postings forms.

Legacy Help Desk View:

Web Postings/Web Services

[FAQs - Web Postings/Web Services](#)


- [How do I request a Sharepoint site?](#)
- [How do I become a Content Manager for Ektron?](#)
- [TEA Help Desk Customer Portal Quick Start Guide](#)

[Submit a Request](#)

ITSM View:


ITSM


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**Web Services**
Submit tickets for assistance with Drupal, SharePoint, accessibility, web file promotions, and general web information.


**Web Postings**
Submit tickets for assistance with content on websites, website menus, webpage designs, and GovDelivery topics.

If your request is related to TEA strategy, design, branding, or videos, please submit to [Strategic Communications](#)

- The Server and Database Access Request (SDAR) form has been added for users to request credential for server or database access, or request changes to current access/permissions.


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- Server and Database Ac...**

 **Server and Database Access Request**
Request credentials for server or database access, or request changes to current access/permissions.

- If you do not know which type of form to submit, use the Search help option to bring up any related FAQ Articles or forms.

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Request Service

Submit a request for new or existing service from IT Operations



Report an Issue

Problem, Question and/or Issue with the existing product or service.

- Additional information regarding the TEA Help Desk Customer Portal can be found in the following FAQ Article:

<https://ihelpdesk.tea.texas.gov/hc/en-us/articles/360049892393-TEA-Help-Desk-Customer-Portal-Quick-Start-Guide>