



Tips & Tricks Weekly



How to contact the ETSU Health (QITS) Helpdesk

There are three ways to contact the helpdesk when you're having technical issues including:
The helpdesk icon, the qetsu.com website, and our helpdesk number.
Requesting help via email isn't recommended, but QITS is always happy to answer questions

The most common method of contacting the helpdesk is by click the "ETSU Health Help Desk" icon on your computer. The icon is displayed to the right.



This method records and tracks your issue, and ensures that the entire IT group is aware of your issue and can contact you with any questions about the problem. Be sure to be detailed with your ticket, including where you are located, and when the issue is happening.

If the helpdesk isn't present or you can not access your computer, you can navigate to **www.qetsu.com** from any device, such as a phone, laptop or even a tablet. Here, you can put in tickets or find self help articles on WiFi, Citrix and more.

If these are not options or if you need urgent help, you can also call us at **423-282-6122**

Option 1 for EHR (Electronic Health Records)

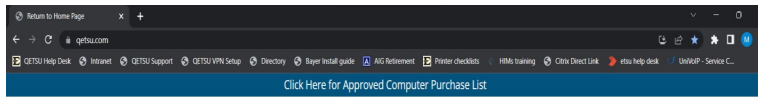
Option 2 for APM (APM related issues)

Option 3 for QITS (Hardware and software related issues)

Tips for the fastest, most efficient Service

Make sure to include relevant, detailed information such as:
A detailed explanation of the problem including any error messages you may have received
A specific location for the device or equipment, a site and room number, the computer number, contact information for those affected and a convenient time to work on it if applicable

You can see our get-
below. Click on
Desk" to put in a tick-
to see other support



su.com support site
"ETSU Health Help
et, or browse around
options.

