



# Tips & Tricks Weekly



## Help Desk Support

**423-282-6122**

Choose one of the following options:

Option 1- Allscripts Touchworks EHR, Citrix/Window password issues, Live Scan or Follow My Health

Option 2- Allscripts Practice Management (APM) or PayerPath issues

Option 3- Hardware and general IT support including Kronos, Outlook, printers, computer, and network issues

**meachelp@etsu.edu**

For non urgent matters, open a ticket by sending an email to: meachelp@etsu.edu

### When opening a ticket, include the following:

- Your name
  - Call back number (direct line)
  - Your location
  - Device inventory number
  - Room Number
  - Brief description
- \*Please leave a voicemail if someone does not answer. This automatically opens a ticket for us to work.



Please leave a message after the beep

### BIG NEWS COMING REGARDING OUR NEW HELP DESK THAT WE WILL BE ROLLING OUT

#### Your help desk team include:

Option 1: Tony Houston, Rod Fisher, Amanda Livingston, Masey Julian, Dalton Kinkead, Yan Lai, and Monaco Briggs

Option 2: Nikki Myers and Lindsey Dingus

Option 3: Kayla Grubb, Chad Potter, Yan Lai, and Monaco Briggs