Helpdesk Coverage
Updated 1/2018

The Library Network Helpdesk provides assistance to member libraries for a wide range of services including: Shared System, Delivery, Technology Services, Business Office, etc.

Helpdesk requests can be submitted in two ways: Helpdesk Ticket or Phone.

To access the **Helpdesk Ticket System**, please go to **https://helpdesk.tln.org**. The link can also be found on the home page of the TLN website in the **?Helpdesk** section of the Home Page. Click on the **Submit a Ticket** link.

To request **Helpdesk Support by phone**, please call **248.536.3100 x134**.

The TLN Helpdesk is ordinarily covered during the following times:
Monday through Friday: 8am-5pm
Sunday: 12pm-5pm

After Hour Emergency Phone Numbers
(please see information on page 2 defining an Emergency)
For Technology related issues such as internet or network equipment issues call 248.536.3100 and press 117 during the greeting

For Shared System related issues, call 248.536.3100 and press 140 during the greeting

If the TLN phone system is down and the phone keeps ringing, please call 734-673-7303 for after hours assistance.

Please see Page 2 of this document for information on urgent or emergency requests and requests that are time sensitive.

For urgent or emergency requests, we would like to begin with defining what the TLN definition of Emergency is:

The TLN definition of emergency means that *all computers* in your library cannot connect to the internet or cannot connect to the shared system or cannot connect to a major service your library uses and your library requires immediate attention to resolve the issue.

If your request is urgent or an emergency and your library requires immediate support during the business hours listed above or after business hours, please take one of the following actions:

1) **Open a Helpdesk Ticket and mark it as an Emergency (Emergency Box is located under the subject, description and attachment boxes). Assigned TLN staff members will immediately receive a text message. Please allow 1-2 hours for a response. In the Ticket, be sure to include your name and phone number in the description field of the ticket so we know who the contact person is. The phone number is very important especially if it's an after hours request.**

2) **Call the Helpdesk Phone at 248.536.3100 x134. If no one answers the phone, listen to the voice message and select the appropriate extension. If you don't receive an answer, please leave a voice message and a staff person will return your call within 1-2 hours. If the TLN VoIP phones are not answering, please call 734-673-7303.**

3) For **Shared System Libraries Only:** if any of the following systems: **BookMyne, Director's Station or Enterprise are completely down or unusable**, please **open a Helpdesk Ticket,** and **select BookMyne Down, Director's Station Down or Enterprise Down (whichever is applicable) or select the Emergency Box.** SAS staff will be immediately notified that the system is Down. OR call 248.536.3100 and press 140 during the greeting.

Time Sensitive Requests
If your library has a request that is **time sensitive**, please *indicate the due date in the Subject Line of the ticket*. This will help us prioritize the tickets. Time sensitive tickets are not considered emergencies.

Please open a helpdesk ticket **1-2 weeks** before the request is needed so TLN staff can schedule your request to meet your due date.

What types of changes are we talking about? It could be changes to your firewall to add a new rule, making changes to the file server, activating a new SIP port for a new self-check machine or RFID, installing a new copier or telephone system that requires IP addresses, etc.