Providing the IT Help Desk with Information
When a new application/service is going live, email itservices@ccsu.edu at least one week prior to go live and include this information:

1. Name of the application/service and its primary user base
2. Date going live
3. Web site URL or installation instructions
4. Log on instructions
5. Primary contact information (both in and out of IT)
6. FAQ or other documentation to assist with answering basic questions
7. Escalation procedures for issues that cannot be resolved by the IT Help Desk

Integration with CCSU Account
When an application/service uses the CCSU BlueNet or Email/Office 365 account as the login method, it is preferred that the following terms are used to reference the account:

<table>
<thead>
<tr>
<th>BlueNet Account</th>
<th>Office 365 Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>• BlueNet Account</td>
<td>• CCSU Email Account</td>
</tr>
<tr>
<td>• BlueNet credentials</td>
<td>• CCSU Email/Office 365 Account</td>
</tr>
<tr>
<td>• BlueNet username</td>
<td>• CCSU Email Address (Faculty/Staff)</td>
</tr>
<tr>
<td>• BlueNet password</td>
<td>• My.CCSU Email Address (Students)</td>
</tr>
</tbody>
</table>

Whenever possible, provide a link to the CCSU Accounts Management System, https://accounts.ccsu.edu, as the primary method for obtaining BlueNet or Email/Office 365 credentials and resetting a BlueNet or Email/Office 365 password.

Advertising IT Help Desk Services
When the IT Help Desk will be the first point of contact for the application/service, it is preferred that they are referenced as follows:

IT Help Desk or CCSU IT Help Desk
Phone: 860-832-1720
Email: techsupport@ccsu.edu