

Guidelines for IT Help Desk Support/Notification of New Applications/Services

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 log in method, it is preferred that the following terms are used to reference the account:

BlueNet Account	Office 365 Account
<ul style="list-style-type: none">• BlueNet Account• BlueNet credentials• BlueNet username• BlueNet password	<ul style="list-style-type: none">• CCSU Email Account• CCSU Email/Office 365 Account• CCSU Email Address (Faculty/Staff)• My.CCSU Email Address (Students)

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