



"Creating an excellent
college experience"

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Section: Operations	
Subject: IT Support Requests	

IT Support Requests:

Dining Services receives support for Information and Technology Services primarily from Housing & Dining Technology Services(HDTS), with the exception of the BBTS Cash Registers. Please refer to Policy 128 for information on BBTS support.

Dining Services will be charged for all IT support from HDTS therefore it is important to follow policy on who, when, and how to contact the appropriate person within HDTS. During regular business hours all non-emergency work orders must be submitted online at HDTS.usu.edu. Work orders submitted online will be responded to within one business day.

Requests for new or upgraded software on employee computers must be approved by the employee's direct supervisor. All requests for new computers must be approved by the Executive Director of Dining Services. These requests can be made thru e-mail.

Whenever possible, HDTS will schedule server maintenance on weekends. HDTS will email notification of any scheduled maintenance.

Procedure:

1. Submit requests for HDTS support by clicking on the IT Support link in the favorites list on your web browser. If you do not have the link or are not using your computer, you can reach the site by typing in HDTS.usu.edu.
2. Click on the button that says "Request a Trouble Ticket."
3. Enter Email address in the designated box. The same email account cannot be used to access both Dining Services School Dude System and HDTS School Dude System. The alias for an email address already in use can be used for the other system. All USU emails can be either firstname.lastname@usu.edu or Anumber@aggies.usu.edu. The first time users will be required to enter their name, phone number, and create a password.
4. For "Location" select "*U.S.E. Locations.*"
5. For "Building" select "*Food Services.*"
6. For "Problem Type" select "*Operation Services.*"
7. Include in the description of the problem the specific Dining Location and as much detail as possible.
8. The Submittal Password is "aggies." The password you create is only to get into the system.
9. If access to the website is not available, the request cannot wait 24 hours, or it is after hours, requests may be submitted by calling Larry Pope at 435-770-5815 or Joe Tripp at 435-881-9125.