

IT Staff - How To Switch Between Help Desk Workspaces

Your ID allows you access to log and view tickets in the DAS/BEST Help Desk and also log and view tickets in the Core-CT Help Desk. The DAS/BEST Help Desk is set as your default at login. Should you need to log or view a ticket with the Core-CT Help Desk, click on the 'DAS/BEST – Service Desk' workspace at the top right.

BMC Footprints
VERSION 11.6

SEARCH
Advanced

Welcome, John D Sign-out Help

Home Globals Service Catalog


You are in the **DAS/BEST - Service Desk** workspace.


Welcome to the DAS/BEST Service Catalog! Please select the 'Find Services' link in one of the Service Catalog boxes below to submit a ticket. You may also search for a service by typing in a keyword in the 'Search Services' box to the right. Note: If there is a service you typically request and cannot find the service, please submit a request to the Help Desk for assistance.


Service Catalog

Search Services GO

Categories

 **01 - Standard IT Services**
IT services for business customers. This includes application services, web hosting(DSF), mobile devices, e-mail, SFTP, desktop and more.
[Find Services](#)

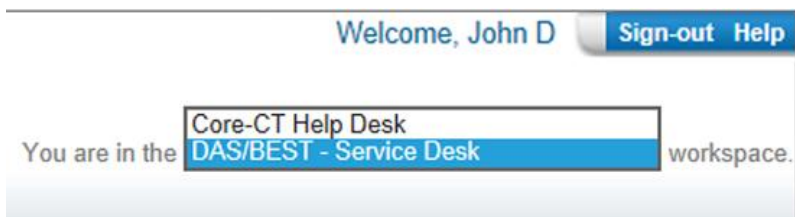
 **02 - Technical Services**
IT Services for Technical customers. This includes services for networking, data services, mainframe, infrastructure and more.
[Find Services](#)

 **Consultation Services**
Request a consultation with a DAS/BEST service area.
[Find Services](#)

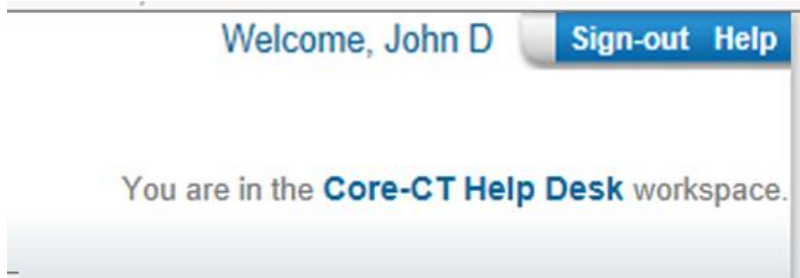
The down arrow appears.



When you click on the down arrow, other accessible workspaces appear. Click 'Core-CT Help Desk' to access the Core-CT Help Desk workspace.



You now have access to the Core-CT Help Desk workspace.



The Service Catalog for the Core-CT Help Desk displays.

The screenshot shows the Core-CT Help Desk interface. At the top left is the Core-CT logo. To its right is a search bar with a 'SEARCH' button and a dropdown menu set to 'Advanced'. In the top right corner, there is a user greeting 'Welcome, John D' and links for 'Sign-out' and 'Help'. Below the search bar is a navigation bar with icons for 'Home', 'Globals', and 'Service Catalog'. A main message reads: 'Welcome to the Core-CT Help Desk! Please select the **'Find Services'** link in the Service Catalog box to access helpful information, job aids and if needed, submit a ticket for further assistance.' Below this is the 'Service Catalog' section, which includes a search bar labeled 'Search Services' and a 'GO' button. The 'Categories' section on the left lists 'Core-CT', 'Financials', 'HRMS', 'EPM', 'Security', 'Technical Issues', and 'Find Services' (highlighted in red). The 'Featured Services' section on the right contains text about the Core-CT website (www.core-ct.state.ct.gov) and the User Productivity Kit (UPK) exercises.