



For Everyone

## IT Help Desk Gets a New Name and Process Improvements

The IT Help Desk is changing its name to the IT Service Desk. This reflects our ongoing commitment to supporting you, our customers, by implementing new processes and self-service options. As part of this transition, we have a new email address, [itsupport@houstonmethodist.org](mailto:itsupport@houstonmethodist.org). The old email address, [helpdesk@houstonmethodist.org](mailto:helpdesk@houstonmethodist.org), will continue working as we transition.

### **Next time you have an issue or need service, visit our website.**

You can still submit tickets through email, but one of the best ways to get your issue resolved is by visiting <https://itsupport.houstonmethodist.org>. Beginning **Friday, Oct. 29**, you can submit tickets and track their progress on the site. You can also find resources and stay current with IT news.

### **Better communication with you.**

We have also improved the auto-generated emails you receive when you submit a ticket. These emails allow you to check on the status of your ticket, and if you need to provide more information or have questions, you can simply reply to these emails and it will populate into your ticket history. These emails will now come from IT Support.

### **Once your ticket is resolved, let us know your feedback.**

When your ticket is closed, you will receive an email with a link to a brief satisfaction survey. Take a minute to let us know about your experience. We take your feedback seriously and will use it to make improvements.