



IBM Power Systems Center HUB

Help Desk Instructions

<http://tethys.sealinc.org/>

For the best service when you encounter a problem while using the HUB system, please follow these instructions.

Before emailing the Help Desk check the maintenance schedule as detailed on the URL: <http://tethys.sealinc.org/maint.htm>. This will ensure the problem you are experiencing is not related to the weekly scheduled maintenance for backup purposes.

1. Email the Help Desk at shelp@sealinc.org. Please be sure to include your Instructor User ID in this email. Provide screen shots of the error message as well as time/date you encountered the problem and as many details as possible explaining the problem.
2. You will receive an automatic response email back from the Help Desk within 10-15 minutes after you send your note. This automatic response confirms that your ticket has been received and logged and will contain a Ticket ID number that you will need to save. If you do not receive this automatic response, then the email was not received and should be resent.
3. Within one business day you will receive a response from technical support. This response may be either a request for more information or a resolution to your problem.
 - a. Once the problem is resolved you will receive an email indicating the ticket has been closed.
 - b. At any time during this process you can go directly to the Help Desk URL at <http://sinon.sealinc.org:8080/> to display your tickets.
 - c. To access your ticket you must enter in the email address you sent your request from. This email address is used for both the Username and Password fields.
4. For urgent issues you can call the Help Desk directly at 1-602-790-1754.