MHLS Computer Support FAQ

What do I get for the contract annual fee? We are here to assist you in the wellness and maintenance of your network and associated desktop computers. You can open a ticket or reach us by phone to assist you with computer related issues. We will respond and begin working towards a solution within two business days. It will be the library's ultimate decision to pursue the determined course of action and incur any cost for replacement parts or software, but Mid-Hudson will reserve the right to determine the most efficient and effective method to address and remedy problems with the computer network. Run updates and to support the networks, under the terms of our agreement. The library will approve any necessary onsite visits, as they will be deducted from the annual total of visits included the contract. We have determined a fee based on the immediate cost of personnel and travel expense required to support at this level.

How do I initiate my support service? *–Open a ticket by emailing* techsupport@midhudson.org The first step is to let us know you have problem or need support. The ticket system emails are monitored by the entire support team, so this method has the most visibility. Emailing or phoning individuals, is not only not recommended, but we cannot guarantee our two business days reply if the techsupport@midhudson.org is not used. It is helpful that you use "support contract" in the subject, along with a word like "reformat" or "upgrade" to describe the ask.

We will respond with a recommendation or a path towards resolution within 2 business days. MHLS will determine the most efficient and effective method from the actions below.

Email or phone – We will use the contact information provided in the support email request to reply. Many times we can send documentation or steps by simply responding to the email in the same way that we provide support to the ILS. Most often this is the method we use because it not only documents the steps and response, but also because it keeps the entire team informed of the progress and status of the issue. If we need to reach to you we will do so, and continue to include that dialogue in the ticketing system. This will also serve as a written report of the issue to you, in the form of email.

Remote Support- We use a software solution to access your computer remotely, over the web. This is an important element in allowing us to provide effective and efficient service to you at a low cost. We will provide a URL for you to go to and a code for access. Once there, you authorize the sharing of your desktop and pass control to us. This will require some participation from staff at times. These sessions can be scheduled at a time convenient for you, within the regular tech support hours.

Send in your PC

Sometimes we need to get under the hood, so to speak, and need to have a PC sent to MHLS. This will help to reserve your visits for better use, or for more widespread service, across many PCs. Please see the notes below on shipping.

- Ship in the MHLS Delivery **to MHLS: Tech Support**.
- Let us know when you will include the unit in the delivery by updating the ticket. We will inform the shipping department.
- Unless specified, ship only the tower or unit – we don't need your monitor. We have cables here to match. If shipping separate pieces make sure they are separately labeled.
- Wrap the PC to protect it in shipping. If you don't have the original box, protect the PC by wrapping it with bubble wrap or some other means of protection. If you don't have box, you can use a delivery bin, and wrapping with protection, paying careful attention to the exposed area.
- If the shipment cannot fit in the delivery, please complete the [Delivery Bin Form](#) , affix it to the shipment and place adjacent to your outgoing MHLS delivery bins for pickup.

Scheduling a Visit

- Visits must be scheduled during the regular MHLS IT Support hours, 8:30- 4:30 M-F. Tech Support visits are not available during the MHLS holidays.
- Onsite visits should be scheduled during off peak hours, or on closed weekdays, when possible.   We may need to interrupt network service. Access to the PCs is on your paid time, so it behooves us all to use that time effectively.
- Open a support ticket at techsupport@midhudson.org and include the following
    - Describe the issue or reason for service (an update or other maintenance)
    - Identify the PC(s)
    - Identify software related. If we do not have keys, please provide
    - Identify a preferred date/time for a visit and an alternate opportunity
- Depending on the level of service you have chosen, you have a certain number of included visits per year.
- Additional visits are possible beyond the contracted total by request. Additional visits will be billed separately at the rate described in your contract.
- There is a confirmation of the work with Director/Staff member in charge at the end of the visit. If there is follow up work i.e. computer sent to MHLS there may be written feedback.
- Emergency/Same Day Visits will be made, when possible, depending on available MHLS staff. We cannot guarantee this as a service but will make the best possible effort to accommodate the need.