

IT Support Requests Procedure

Some examples of IT Support requests are:

- Access to a drive
- New program installation
- Requesting a laptop for offsite / meeting usage
- Event Support
- Forgotten Passwords / Account Lock Outs
- Phone/Voicemail issue

These requests can be submitted to DORIS IT in one of the following three ways.

PLEASE ADD AS MANY DETAILS AS POSSIBLE REGARDING THE ISSUE – E.g. specific issue related to device (such as desktop, printer, phone, drive, etc.), your contact phone number, room number, etc.

Email:

Please email nychelp@doitt.nyc.gov and CC itsupport@records.nyc.gov.

If your request is time sensitive, please make sure to note that in the email.

My Desk:

Located on your desktop is a link to the MyDesk web application. You can also access this web site via <http://cityshare.nycnet/mydesk>

This is an online form that will submit a request directly to the service desk. For instructions on how to submit a ticket, please visit: http://cityshare.nycnet/html/my-desk/html/fag/open_help_desk.shtml

Phone:

If you are unable to access your email or the MyDesk application, please dial 718 403 8888 and create a ticket with the Citywide Service Desk via phone. Please make sure to write down your ticket number for reference when working with the IT division.

Application Development Support Requests

If you need assistance with any of the following applications, you must contact the Application Development team for support:

- Intranet
- EPayments
- Timeclock
- Vital Records Printing
- Procurement Tracker
- Not Found Generator
- OpenRecords
- Government Publications Portal
- Requisition Script
- Amazon Web Services / Azure

To submit a request to the Application Development team, please send an email to appsupport@records.nyc.gov with as much detail as possible. If you can include a screenshot or an error message in your email it will assist us in resolving your issue much faster.

Suspicious Emails

If you receive a suspicious email (especially if it has an attachment or link you were not expecting) please perform the following steps:

1. With the suspected phishing email highlighted or opened, hit **CTRL-ALT-F** all together.
2. Enter phish@doitt.nyc.gov and soc@cyber.nyc.gov as recipients in To... field and isupport@records.nyc.gov in Cc... field.
3. Hit Send.
4. Delete the email from your inbox.
5. Go into your "Deleted Items" folder and delete the email from your that folder as well.

Support Contact Information

- Mir Mohammad at (212) 788-8606 (mabusayem@records.nyc.gov) – Desktop and Network Support
- Joel Castillo at (212) 788-8657 (jocastillo@records.nyc.gov) – Applications Development Support
- DoITT Helpdesk at (718) 403-8888 or email – phish@doitt.nyc.gov
- NYC Security Operations Center at (718) 403-6761 or email - soc@cyber.nyc.gov