GETTING HELP (help)


Manual Guide to Eos and Unity Computing in bookstores and online at http://www.eos.ncsu.edu/guide/

Course E115 Introduction to Computing Environments http://courses.ncsu.edu/e115/common/

E-mail help@ncsu.edu, eoshelp@ncsu.edu

Walk-in 8-5 M-F, 208 Hillsborough Bldg. (all, bring ID)
8-5 M-F, 200 Page Hall (engineering only, bring ID)

Phone/Fax 515-HELP (515-4357); Fax: 515-3787 (all)
515-2458; Fax: 515-7463 (engineering only)

In Xterm Type help at prompt

Zephyr zwrite -i help

An excellent resource is the help database at http://help.ncsu.edu/. It was built with questions sent to help@ncsu.edu and has an easy-to-use interface for searching for answers to frequently-asked questions (FAQ). The figure on the opposite page is the home page for the “help” site.

The Remedy Action Request System is a problem-tracking application in wide use in industry and other universities, including other UNC system schools.

Computing questions mailed to help@ncsu.edu enter the Remedy tracking system and are reviewed by consultants at Computing Services. The user who sends the mail first receives an automatic reply from “The Help Desk” to let him or her know that the mail was received and where and how to check on the call (http://help.ncsu.edu/callinfo.html).

If a call cannot be handled by the consultants, or it is intended for another computing group on campus, e.g., ITECS in the College of Engineering or Administrative Computing Services (ACS), then the call is placed in the work queue of that group. Users or clients of these computing groups and services on campus can mail directly into that workgroup in Remedy with the workgroup@help.ncsu.edu address, e.g., acs@help.ncsu.edu.
Help! A database of answers to frequently asked computing questions at NC State.

To search the database, type your question in the form below, and then click the [Get Answers] button.

Help on posing your question is available.

Enter your question:

Limit search to at most 10 documents returned

Get Answers  Undo Changes

Note: If you already have submitted to our Computing Consultants a question that was not in our database, you were given a Call ID Number. You can use this tracking number to determine the status of your call.

Quick Navigator

Find the status of a call  Go!

FAQ Help Database
http://help.ncsu.edu/