New IT Support System - 2024

Modified on: Wed, Jul 31 2024 1:28 PM

In August 2024, Warner College Technology Services is implementing a new support system to improve our service delivery and overall client experience.

What is changing?

Technology Services is implementing the FreshService IT Service Management (ITSM) platform. FreshService will replace the prior ticketing system, osTicket, and offer an expended set of integrated features.

When will the new ITSM and ticketing system be available?

Now! You're reading this article in the knowledge base section of our new Service Portal, built on the FreshService platform.

How will this impact me?

- **Submitting requests (tickets)**: You can now report issues and get help through our new Service Portal: services.warnercnr.colostate.edu (https://services.warnercnr.colostate.edu)

- **New support email formatting**: Emails from *WCNR IT Support* will have an updated format and will continue to be improved.

- **Viewing your tickets:** When you click on a link to view your ticket you'll be routed to our new Service Portal: services.warnercnr.colostate.edu (https://services.warnercnr.colostate.edu).

Staying the same:

- The Technology Services email is still WCNR_IT_Support@colostate.edu and you can continue to email us to receive support.

For more information about the Service Portal please see: Service Portal FAQs (https://services.warnercnr.colostate.edu/support/solutions/articles/24000053739)

How do I get technology (IT) help with something that isn't working?

🎫 Ticket: Report an Issue (https://services.warnercnr.colostate.edu/support/tickets/new)
✉️ Email: WCNR_IT_Support@colostate.edu
📞 Call and leave a message: (970) 491-5037
🏫 Walk-in: 206 Natural Resources building, M-F, 9am-12pm and 1pm-4pm

When you report an issue, email support, or leave a voicemail, a ticket is created for you. You'll receive an automatic email confirming we've received your request with a link to view your ticket. Tickets are then automatically routed to the teams and individuals that are best able to help, and a member of the Technology Services team will follow-up with you.

*Note: emails will come from WCNR Technology Services (WCNR_IT_Support@colostate.edu), not individual IT staff. Please respond directly to the emails.

Why are we implementing a new ITSM platform?

This change is part of our ongoing effort to provide outstanding client-centered services and support to the Warner College community.

Benefits

- Client experience: A more intuitive and user-friendly experience when working with Technology Services.

- Communication: Responsive and consistent communication from service teams.

- Transparency: Clearer updates and tracking of your tickets.

- Service portal: Integrated service portal with knowledge base, service catalog, and more.

- Self-service: Find answers to common questions and issues without needing to submit a ticket.

What is the Service Portal?

The Service Portal is a support hub for faculty, staff, and students to find information and request support from college service teams.

For more information please see: Service Portal FAQs (https://services.warnercnr.colostate.edu/support/solutions/articles/24000053739)

How do I access the Service Portal and FreshService?

If you're reading this article, you're already in our knowledge base!

To access the Service Portal homepage from here:

1. Click on the CSU Rams logo in the top left corner.

To access the Service Portal homepage on another device:

1. Open a web browser and navigate to: services.warnercnr.colostate.edu (https://services.warnercnr.colostate.edu)
2. Enter your CSU netID and password if you are prompted, and approve the Duo push.

3. You're logged into the portal.

What's Next

We will continue to develop and expand the Service Portal to include more information, services, and features.