



THE VIRGIN ISLANDS DEPARTMENT OF
EDUCATION

Office of Instructional Technology

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TO: All VIDE Users
FROM: Rodney Hendrickson, Director Management Information Technology
SUBJECT: Network Filter and Helpdesk Policy
DATE: December 2, 2021

In order to provide technical support services to assist all users in accomplishing the Department's mission and goals, the following policy will be implemented department-wide, effective immediately.

All users must:

Use the eHelpdesk portal to request all technical support services (PC, mail, phone, software, network, hardware, cabling, video conferencing, remote assistance, smart board, internet, etc.).

- ✚ Go online to the eHelpdesk portal at <https://helpdesk.vide.vi>
- ✚ Enter VIDE issued user account ID and password to access the portal
- ✚ Provide details to complete trouble ticket request for technical support services.
 - Vague or poor descriptions slows troubleshooting and resolution. Be as detailed as possible when describing the problem. (Include room #, error message, symptoms, etc.).
 - Attachments may be added to the ticket. It is recommended that a screen shot of the problem be attached.
 - Requests to create an account for a new employee must include the attached signed signature page of the internet use policy for accounts to be created.
 - It is strongly recommend that each employee create their own tickets. This will allow independent ticket tracking and access to a customer satisfaction survey once the problem has been resolved and the ticket closed.
 - Human Resources will be the only person's to submit account creation ticket as they will be able to verify an employee's account status.
 - Planning, Research, and Evaluation (PRE) along with the District PowerSchool administrators is the only persons who can verify and validate a student creation account.
- ✓ Ensure that their computer is on the domain and that they are using their VIDE password and account as required to gain full rights to access resources and services via the filter
- ✓ Use their Department VIDE e-mail account, for "requests to unblock a site" to be honored.
- ✓ Use Microsoft Internet Explorer as the standard browser. Other browsers are now supported such as Mozilla Firefox, Chrome, Safari, etc.
- ✓ Log into the filter to access the Internet. For security reasons, access will be terminated after 6 Hours on wired and wireless connection. This means that users may need to logon once a day for a 6 hour intervals.

Contact the Territory Office of Instructional Technology Division Helpdesk at 340-774-0100 or 340-778-1600 for assistance. Cooperation and compliance will help improve access to network services.