

## Accessing the IT Service Desk during the Covid-19 Pandemic

Most CSO Staff will be working remotely using Citrix or Reach to connect to their Office PCs. When you are connected to your PC, you will have access to **Log A Call from the Lotus Notes Home Page** in the usual way (see below)

However, should you lock yourself out of your PC, or can't access the Home Page for any reason, you can log a call using **any email account** and sending your query to **itservicedesk@csso.ie**

As we may not be able to identify staff from their personal email accounts, should you log a call using this method please be sure to:

1. Include your **Name and CSO Section**
2. Include an **email address and a phone number** so that IT Staff can contact you directly
3. Include as much detail as possible in the email regarding the problem you are having and any other information you deem relevant.

**IT Staff will verify your identity and no passwords or pin numbers will ever be asked for**

As IT Service Desk Staff will also be working remotely, calls will be dealt with as soon as possible but there may be some delays.

All calls should be made through the Home Page Link or email to [itservicedesk@csso.ie](mailto:itservicedesk@csso.ie)

**Only in the case of an emergency**, should a call be made to the Service Desk Number 021-4535666, where your call will either be forwarded to another number or else follow the instructions provided.

**Technology Service Management** thanks you for your cooperation  
25<sup>th</sup> March 2020



The screenshot shows the website header for An Phríomh-Oifig Staidrimh (Central Statistics Office). The logo is on the left, and the text 'Central Statistics Office' is on the right. Below the header is a navigation bar with buttons for 'Corporate Discussion', 'Corporate Documents', and 'Software Discussion'. A dropdown menu is open, showing a list of services: 'Staff Services', 'CSO Homepages', 'Helpdesks' (circled in red), 'Divisional Databases', 'Learning & Development', 'Health & Safety', 'External Links', and 'Data Portals'. The 'Helpdesks' menu is expanded, showing a list of helpdesk services: 'IT Service Desk' (circled in red), 'Data Office Service Desk', 'Human Resources / Learning & Development Helpdesk', and 'Facilities Management Helpdesk'. A 'Close Menu' button is at the bottom of the dropdown. At the bottom of the page, there is a news ticker with the following text: '12/03/2020 11:03 PRICES rise by 1.1% in the year to 1', '12/03/2020 11:02 Agricultural output price index up 1.'