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Sent: Thursday, December 10, 2020 2:11 PM
To: DOPM All Users <DOPMAllUsers@uabmc.edu>
Subject: Computer Tip of the Week -- How to best get help from us

How to best get help from us

Brought to you by
Lisa Schwaiger
- DOPM HelpDesk Triage and
Computer Tech, currently
working from home



QUESTION:

What can I provide when I email you asking for help, to make life easy for everyone?

BACKGROUND:

Emailing for help (dopmHelp@uabmc.edu) is definitely best these days. We are often able to answer our group phone number (205-934-7662), but not always, since we have limited on-site staffing.

We at the DOPM HelpDesk are here to help make your life as easy as possible. If you have a need or a question or a frustration that we can possibly alleviate, please do not hesitate to contact us. (You are never “bothering” us; we are here to help you.)

SOLUTION:

- First and foremost, always provide a phone number **where you can be reached**. Ideally highlight that phone number or write something like “I can be reached at ___” and put the phone number there.
 - Please provide this in **every email** you send us, so we don’t have to hunt for it.
 - We have seen that some people only include their office phone number and they cannot be reached there. This makes life harder for everyone.
- If you are on the phone a lot as part of your work, it is perfectly fine to email us something like “You can call me at 3:15” – we are almost always able to accommodate things like this, and prefer it to calling and getting no answer or getting voice mail.
- A brief explanation of your current work situation is often helpful. Examples:
 - I am using my personal computer to remote into TS4
 - I am physically at Medical Towers using computer DOPM-EX123 in office MT-555-Z
 - I am using a Surface Pro (labeled “StudyX-05”) that is not connected to UAB/DOPM at all
- We love screen shots. If you are experiencing a problem, send a screen shot(s) if that’s easy.

Was this helpful? Do you have suggestions for a future Tip of the Week? Do you have any other comments?

Let us know at dopmHelp@uabmc.edu

To see an archive of past Tips of the Week: <http://www.uab.edu/medicine/dopm/help/totw>