



Services Guide

When you need computer or telephone-related support or services, use these guidelines to route your request.

To Order Equipment or Services:

Important: See the **DNR Intranet – Technology Services – IT Customer Care – Order Now! Personnel** page at <http://dnrnet.dnr.state.ga.us/it/orderNow> where you can find a list of the Division representatives who can place and approve orders.

Consult your applicable Division representative to place an order for these items or services:

Order new equipment and services

- Computers
- Monitors
- Printers
- Telephones
- Audio conferencing
- Remote VPN
- LAN port
- WAN
- Voice mail
- Special projects / services
- E-mail

Change existing equipment and services

- Install or move
 - computer hardware and peripherals
 - local printer
 - network printer (and access to)
 - telephone
 - computer software
- Full office move
- Computer settings & configurations
- Computer component upgrades
- Access to applications, accounts

To Request Repairs:

To request **repairs** for **anything that is broken** and **needs to be fixed**, call the Consolidated Service Desk at **1-877-482-3233**.

Computers

- Password resets
- Log-in assistance
- Connectivity to State applications and Websites
- Defective/broken equipment
- Irregular system software operation

Telecom

- Service outage
- Degraded service
- General telephone support
- LAN connectivity
- WAN connectivity