

eSupport Deployment

Frequently Asked Questions (FAQs)

1. What is eSupport?

eSupport encompasses a wide range of online self-service tools to provide faster access to the VITA Help Desk. eSupport is intended to provide an alternative option for agency employees to research and resolve certain types of computing issues before contacting a VITA Help Desk representative. It is being provided by VITA and Northrop Grumman, as part of the transformation of state government's information technology (IT) infrastructure.

2. What are the major functions of eSupport?

- Reset passwords on the COV (Commonwealth of Virginia) domain
- Submit a VITA help desk ticket or check the status of an existing ticket online
- Access the Knowledge Center, a document library for answers and solutions to common problems

3. What benefits will eSupport provide?

- **Self-Service → Greater Speed:** Agency employees will be able to reset their passwords on their own
- **Faster Ticket Submission:** Agency employees will be able to submit an online help desk ticket as soon as they identify an issue
- **Greater Awareness of Status:** Agency employees will be able to check the status of a ticket online 24/7
- **Better Service:** VITA Help Desk personnel will be able to focus time on key issues
- **Increased Knowledge:** Access to the Knowledge Center, support articles and FAQs will keep agency employees current on information technology

4. How do I access eSupport?

eSupport is an online Web site accessed at esupport.virginia.gov. Employees will receive further access information closer their agency's deployment date.

5. Can I access eSupport remotely?

eSupport is available for access via the internal Intranet site and the Internet.

6. How do I get an eSupport account?

All agency employees will have access to eSupport, employees will receive access information closer to their agency's deployment data.

7. Do I need to install any computer software?

eSupport is a Website that can be accessed using Internet Explorer. Agency employees do not need to install any additional computer software.

8. Who should I contact if I have problems accessing eSupport?

For all eSupport issues and problems, agency employees can create a ticket through eSupport or contact the VITA Help Desk at (866) 637-8482.

9. Is eSupport replacing the VITA Help Desk?

Agency employees can contact the VITA Help Desk at anytime. eSupport is an optional tool and a supplement to the VITA Help Desk for employees to resolve common computing issues on their own.

10. Who do I contact if I forget my username and password?

For all access issues to eSupport, contact the VITA Help Desk at (866) 637-8482.

11. What information is provided in the Knowledge Center? How often is it updated?

The Knowledge Center contains self-help information to allow agency employees to resolve common computing issues. Self-help information includes straightforward instructions that do not require technical expertise. New self-help solutions are continually added to the Knowledge Center.

12. Is there an eSupport training available?

An overview document will be sent out to agency employees on their deployment date that will provide a description of the services available on eSupport.

13. When will my agency receive eSupport?

The deployment dates are being determined. Agencies will receive access information closer to their deployment date.

14. Will there be any future functionalities?

There are future functionalities planned for eSupport, for example:

- View customer service alerts (CSAs)/status for up-to-the minute information on system problems in their agency
- Enhanced VITA Help Desk support with the use of diagnostic tools for assistance
- Ability to fix common IT problems and complete common IT functions (i.e. deleting temporary folders to improve your computer's performance, using defrag to increase space on your hard drive, connecting via wireless, mapping a network drive) with a single click

15. Where can I get more information?

For more information on the overall IT infrastructure transformation, including eSupport, please visit the VITA Web site at <http://www.vita.virginia.gov/itpartnership/index.cfm> or send your questions to questions@vita.virginia.gov. You also may contact your local IT support or your designated agency point-of-contact.