

Enterprise Help Desk

Please call the Office of Management Information Systems (OMIS) Enterprise Help Desk at (614) 752-5190, from 8:00 a.m. to 5:00 p.m. Monday through Friday to report critical technical issues.

What is considered a "critical" technical issue?

- Individual computer will not turn-on/blue screen

- An issue that affect more than one individual.
Examples:
 - Network Services access down/unable to login.
 - Network Printers malfunctioning/displaying error messages.

When you call the Enterprise Help Desk, please be patient if you are asked a number of questions because additional information will help staff serve you more effectively. Please be ready to supply your full name, phone number, program and office location.

Typically, 1-2 OMIS employees are responsible for handling technical calls received from some 1,300 ODHers and about 2,600 local health districts/departments, funeral homes, hospitals and medical labs staff.

HelpSTAR Help Desk Tracking Software

To increase efficiency, ODH Employees are asked to log in non-critical technical issues in HelpStar Help Desk Tracking Software located at <http://helpdesk.odh.ohio.gov>

Once you enter the web address, type "First Name (space) Last Name" in the User Name box and "HelpStar" in the Password box to log in.

If you have any trouble accessing HelpSTAR, please call the OMIS Enterprise Help Desk.

Features

HelpSTAR offers employees a "Knowledge Base" section to assist with various information technology tips. Continue to watch this section as Office of Management Information staff continues to add new/updated documentation to assist all employees with "self service" capabilities.

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