

November 6, 2023

Subject Line: IT Support Changes Begin Today Nov. 6

## **DSHA IT Help Desk Staff and Procedures Have Transitioned to DTI**

Use the attached **Printer Logic Instructions** to reconnect to the printers and print the attached **DSHA Desktop Resource** for easy access. Visit the [DSHA Resource Page](#) for additional IT resources.

*The DTI Enterprise Service Desk is available 24x7x365 for all IT assistance.*

**For urgent issues, contact the Service Desk by phone.**

**Call 302-739-9560**

**Email [DTI\\_servicedesk@delaware.gov](mailto:DTI_servicedesk@delaware.gov)**

Be prepared to hear an automated greeting and follow the voice prompts. Provide the specialist or leave a voicemail with the following information:

- Full Name and delaware.gov email address
- A brief description of the issue or request
- Level of urgency

A service ticket (with email confirmation) will be opened, and a specialist will respond.

### **IT Support Includes But is Not Limited To**

- Email and Office 365
- 24/7 support of technical critical incidents
- State devices (desktop computers, laptops, tablets & printers)
- Requests for new hardware/software
- Phone issues
- Network connectivity issues

**Important:** For a **Network Password Reset**, access [id.delaware.gov](http://id.delaware.gov) and use Self-Service to reset your password. If you are unable to reset the network password via Self-Service, please contact your (ISO) Information Security Officer, Anthony Williams. He will contact the DTI Service Desk to approve the password reset request.

DTI looks forward to assisting you with your IT needs. Have a great day!