# Where to Send Support Tickets

There are several general mailboxes to email with questions. These mailboxes are connected to and supported by ticketing systems. All inquiries are logged and tracked for resolutions.

**Audience:** Support Team

| To Which App should I Move a Ticket? | | |
|---|---|---|
| **Ticketing Application** | **Email** | **When to use** |
| **GMHEC Finance** | ap@gmhec.org | • This is for all users to direct all accounts payable related questions and to report issues/ problems<br>• Invoices, Expense Reports, P-Card Reconciliations, Payments, Suppliers, 1099s |
| **Payroll** | payroll@gmhec.org | • This is for all users to direct questions, concerns about their paychecks and W-2s<br>• **Example:** I did not receive my paycheck or direct deposit; My pay amount is incorrect<br>• This is also for institutional tax set up questions |
| **HR – CC**<br>**HR – MIDD**<br>**HR – SMC**<br>**HR – GMHEC** | CC – peoplecenter@champlain.edu<br>MIDD – hcm@gmhec.org<br>SMC – officeofhumanresources@smcvt.edu<br>GMHEC – peopleservices@gmhec.org | • This is for all users to contact their respective HR Department for questions such as:<br>• PTO, CTO and Vacation<br>• Default expense accounts<br>• Timesheets, Position Management (termination and new hires) and Stipend Payments<br>**Note:** For tax questions for foreign nationals, use **Tax-MIDD**; for domestic taxes use **Payroll** |
| **Benefits** | CC/MIDD/SMC - benefits@gmhec.org<br>GMHEC - peopleservices@gmhec.org | • This is for questions related to benefits<br>• Medical, Dental, Vision, FSA, HSA, HRA, Retirement, Open Enrollment, Benefit On-Boarding & Off-Boarding, 1095s |
| **Oracle Access** | CC – champsupport@champlain.edu<br>MIDD – helpdesk@middlebury.edu<br>SMC – ithelp@smcvt.edu<br>GMHEC– ithelp@smcvt.edu | • This is for all users to report issues or questions related to Oracle sign-on and Multi-Factor Authentication (MFA) |
| **GMHEC Finance** | finance@gmhec.org | • This is for **FINANCE only** or Finance reporting requests in Fusion or PBCS |
| **Tax – MIDD** | tax@gmhec.org | • This is for questions relating to foreign national taxes for all institutions |



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Champlain Helpdesk: champsupport@champlain.edu (802) 860-2710
Middlebury Helpdesk: helpdesk@middlebury.edu, (802) 443-2200
Saint Michael's Helpdesk: ithelp@smcvt.edu (802) 654-2020

**Note:** Do NOT assign technicians when moving tickets to **Payroll**, **Benefits** or **Finance**. They will do the triage.
**Note:** When reassigning a request to a different application & you know the technician that should be working on the issue, add that person as a contact on the request. Prior to assigning a workflow, update the request with a new comment– notifying the specific technician you just added as a contact–letting them know that you are reassigning the request to their application.

**For tickets relating to:**

- **HCM Support (Tier 2) - used if HR, Finance, payroll or benefits need help with HCM Oracle (Never share this email address with end users, only Finance, HR or GMHEC can use this support)**
- **All** – Use Assign Workflow and "Move Ticket to **HCM Support**" or email hcm-support@gmhec.org

**Finance Roles**:

- **SMC** – Add Sam Boyer as a contact, send comment to him to let him know the request is coming his way, use assign workflow and "Move Ticket to **Helpdesk – SMC**", let requester know you "sent it for approval" to Sam Boyer and in the future to use the Oracle Finance Access Request form found on the SMC Portal here (https://support.gmhec.org/TDClient/48/smcvt/Requests/ServiceDet?ID=118).
- **CC** – Add Jennifer Kennelly as a contact, send comment to her to let her know the request is coming her way, use assign workflow and "Move Ticket to **Helpdesk – CC**", let requester know you "send it for approval" it to Jennifer Kennelly and to use this form (??? Jen can you add link here to the to be created tdx form?) in the future.
- **MIDD** – Add Chris West as a contact, send a comment to him to let him know request his coming his way, use assign workflow and "Move Ticket to Tax - MIDD", let the requester know that the request was forwarded to Chris and to email him directly (cwest@middlebury.edu) in the future.
- **GMHEC** – Add Jen Winegar as a contact, use assign workflow and "Move Ticket to **GMHEC Finance**", let requester know you "assigned" it to Jen who will get back to them.

**HCM Roles:**

- **All BUs** – Move to respective **HR-School app**, let requester know to get permission first from their HR Lead and to send the approved request to their respective HR-School app (include appropriate email address in comment).

**IT Roles**:

- **All BUs** – Move to **HCM Support**, let the requester know you "assigned" it to Oracle support and to email hcm-support@gmhec.org in the future.

**Budgetary/ Transactional Report Requests:**

- **SMC** – Forward requests to **Sam Boyer** (sboyer@smcvt.edu) and cc Susan Gokey (sgokey@smcvt.edu), let the requester know you forwarded the request, ask them to submit requests to them in the future and close the ticket.
- **CC** – Forward requests to **Jennifer Kennelly** (jkennelly@champlain.edu), let the requester know you forwarded the request, ask them to submit requests to her in the future and close the ticket.
- **MIDD** – Forward requests to **Chris West** (cwest@middlebury.edu), let the requester know you forwarded the request, ask them to submit requests to him in the future and close the ticket.
- **GMHEC** –

**HR Report Requests:**

- **SMC** – Move ticket to **HR – SMC**, let requester know and ask them to submit to smchr@smcvt.edu in the future.



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- **CC** - Move ticket to **HR–CC**, let requester know, ask them to submit to peoplecenter@champlain.edu in the future.
- **MIDD** – Move ticket to **HR – MIDD**, let requester know and ask them to submit to hcm@gmhec.org in the future.
- **GMHEC** – Move ticket to **HR – GMHEC**, let requester know and ask them to submit to peopleservices@gmhec.org in the future.

**Payroll Report Requests:**

- **SMC** – Move ticket to **HR – SMC**, let requester know and ask them to submit to smchr@smcvt.edu in the future.
- **CC** – Move ticket to **HR – CC**, let requester know and ask them to submit to peoplecenter@champlain.edu in the future.
- **MIDD** – Move ticket to **HR – MIDD**, let requester know and ask them to submit to hcm@gmhec.org in the future.
- **GMHEC** – Move ticket to **HR – GMHEC**, let requester know and ask them to submit to peopleservices@gmhec.org in the future.

**Oracle SSO Access:**

- **SMC** – Move Ticket to **Helpdesk – SMC**, let requester know you "assigned" it to IT and to email ithelp@smcvt.edu in the future.
- **CC** – Move Ticket to **Helpdesk – CC**, let requester know you "assigned" it to IT and to email champsupport@champlain.edu in the future.
- **MIDD** – Move Ticket to **Helpdesk – MIDD**, let requester know you "assigned" it to IT and to email helpdesk@middlebury.edu in the future. **To add Test and DEV tile icons to GMHEC My Apps page**, assign task from Middlebury IT Enterprise Infrastructure Admin technicians, such as Travis Strafford or Mark Pyfrom.
- **GMHEC** – Move Ticket to **Helpdesk - SMC**, let requester know you "assigned" it to St. Mike's IT and to email ithelp@smcvt.edu in the future.

**Google Drive Access Requests:**

- **Add or remove members from Team Drive Folders** – Add Nat Forcier as a contact, send comment to her to let her know request is coming her way, move Ticket to **GMHEC Support**, let requester know you "assigned" it to GMHEC Support and to email support@gmhec.org in the future.
- **New Team Drive Folder** – Move Ticket to **Helpdesk - CC**, let requester know you "assigned" it to Champlain IT and to email champsupport@champlain.edu in the future.

**GMHEC Technical Requests:**

- **Computer** issues – Move Ticket to **Helpdesk - SMC**, let requester know and ask them to submit to ithelp@smcvt.edu in the future.
- **Microsoft Office** Applications – Move ticket to **Helpdesk - SMC**, let requester know and ask them to submit to ithelp@smcvt.edu in the future.
- **OneDrive** – Move ticket to **Helpdesk - SMC**, let requester know and ask them to submit to ithelp@smcvt.edu in the future.
- **Adobe** – Move ticket to **Helpdesk - SMC**, let requester know and ask them to submit to ithelp@smcvt.edu in the future.
- **GMHEC Email** - Move Ticket to **Helpdesk - SMC**, let requester know you "assigned" it to St. Mike's IT and to email ithelp@smcvt.edu in the future.
- **Banner Admin** (aka Banner 9) – Move ticket to **Helpdesk - MIDD**, let requester know and ask them to submit to helpdesk@middlebury.edu in the future.
- **Zoom** – Move ticket to **Helpdesk - MIDD**, let requester know and ask them to submit to helpdesk@middlebury.edu in the future.
- **Fax** – Move ticket to **Helpdesk - MIDD**, let requester know and ask them to submit to helpdesk@middlebury.edu in the future.
- **VPN**/ GlobalProtect - Move ticket to **Helpdesk - MIDD**, let requester know and ask them to submit to helpdesk@middlebury.edu in the future.



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- **Cyber Security Training** - Move ticket to **Helpdesk - MIDD**, let requester know and ask them to submit to helpdesk@middlebury.edu in the future. (Chris Norris)
- **TDX** – Move ticket to **Helpdesk - CC**, let requester know and ask them to submit to champsupport@champlain.edu in the future.
- **Slack** – Add Nat Forcier as a contact, send comment to her to let her know request is coming her way, move Ticket to **GMHEC Support**, let requester know you "assigned" it to GMHEC Support and to email support@gmhec.org in the future.
- **Google Drive** – Add Nat Forcier as a contact, send comment to her to let her know request is coming her way, move Ticket to **GMHEC Support**, let requester know you "assigned" it to GMHEC Support and to email support@gmhec.org in the future.

**GMHEC Tools – Logins:**

- **Zoom** – **GMHEC** email address
- **Microsoft Office** Applications (*Word, Excel, Powerpoint, etc.)* – **GMHEC** email address
- **Cyber Security** Training – **GMHEC** email address
- **Google Stream** – **GMHEC** email address
- **OneDrive** – **GMHEC** email address
- **Slack** – **GMHEC** email address
- **TDX & Oracle via SSO** – **GMHEC** email address
- **Adobe** – **SMC** email address



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