USER RESOURCE FLOWCHART

I need help with:

- Getting started
- Asking a question
- Requesting system resources

Wiki
- ✓ Search for specific topics
- ✓ Check system status
- ✓ Explore FAQs

After checking the Wiki, I still need help

Request Tracker

Support:
- ✓ Help with questions that users cannot find solutions to through online documentation.

System Resources:
- ✓ Request quota increase, software installation, new user account, etc.

I want to chat with other users

I am looking for more help during Help Desk hours

Microsoft Teams

User Forum:
- ✓ Interact with other users

Help Desk:
- ✓ Connect with ICER Research Consultants