The West Virginia Office of Technology Service Desk provides customer support and technical assistance 24x7 for our partner agencies. Customers can request services, report issues, open incidents for break/fix issues or request information. The Service Desk is staffed Monday Thru Friday (Excluding Holidays) from 7am to 5pm with an after hours support available (through the same number) for emergencies.

How Can I reach the Service Desk?

Phone

- 304-558-9966
- Press 4 for Library Support
- A Service Desk Technician will request the following information and will create a trackable incident for your request.
  - Name
  - Location
  - Email Address
  - Best Number to reach you
  - A description of the issue and the severity of the issue

Email (for non-time sensitive request)

- ServiceDesk@wv.gov
- Please provide the following in your email
  - Subject Line - Quick Description of Issue
  - Body
    - Name
    - Location
    - Best Number to reach you
    - Detailed description of the issue

Note - If the Service Desk cannot assist you immediately or correct your issue remotely the incident will be assigned to the closest available technician for on site support.

What Services May I Request from the Service Desk

- Install a PC, Printer, Scanner, copier or other electronic equipment
- Install a new software suite or updates to your existing software
- Software not loading or giving unexpected results
- Hardware (PC,Printer, Scanner, Copier or other) not working correctly, giving an error message or not working.
- Malware or Virus Issues
- Email issues
- Internet Down
- Wireless not working properly
- Run new network cabling, check existing cabling or correct non working cabling
- To check the status of an incident or service request called in - provide your incident number which will be given to you when you call in and via email.
- Any other technical issues - even if we do not support the product or service our service desk will document it and direct you to the proper resource.

WVOT Rates Catalog

https://docs.google.com/document/d/1RTrskMPC76Elfwcai5XTTNdv6npt3JnDRLHPHQCscos/edit

Alternatively go here

https://technology.wv.gov/ProductsAndServices/Pages/RatesCatalog.aspx