

End User NGTS Support Process

First, call or email your local **IT Help Desk**.

Second, if the problem is not resolved the **IT Help Desk** contacts either the CSC/OIT at csc@ohio.gov or OARnet to check on network issues and they will escalate as appropriate.

Please include the following information:

- a. MAC Address →
- b. Phone Model
- c. Your 10-digit phone) number
- d. Detailed description

Look on the base of the phone.

