



OARnet

Contacting the Service Desk

The OARnet Service Desk is available 24x7x365 to help you with your service needs. Providing OARnet with pertinent details enables staff to process your request or address an issue in a timely and efficient manner. **Our customer security is of the utmost importance.**

Contacting the Service Desk

Please be prepared to provide the following:

- 1 Case Number for existing cases
- 2 Organization Name
- 3 Site Information
 - Helpful for site-specific contacts.
- 4 Your Name and Contact Information
- 5 Specify if you are a support center or third-party representative

OARnet Processing

- A Case will be created in OARnet's ticketing system, ServiceNow. You will be given a tracking number.
- Additional support by the Engineering team.

Reporting an Issue

Helpful additional information:

- Specific error messages received
- Date and beginning/end time of problem
- Source and destination IP addresses or DNS site names
- A traceroute from the source address to the destination address demonstrating the problem

Unauthorized Individuals

- If OARnet is unable to authorize a caller, the Service Desk will capture the caller information in a Case and follow-up with your appropriate authorized contacts.
- This also will act as notification to your organization when unauthorized callers attempt to reach OARnet on your behalf.

Our Service Desk relies on the contact information you provide on **Gateway** to ensure we are working with authorized representatives for your organization.



Ensure Efficiency

Verify your team members, support centers & third-party contacts are assigned to Roles in the Gateway.



Share

Share this document with your staff and third-party contacts to ensure OARnet can authorize them efficiently.



OARnet



Need Help?

Contact support@oar.net or
1-800-627-6420
www.oar.net