



AC/34/2015

Administrative Circular

2015-12-04

**TO ALL NATIONAL COMMITTEES
TO ALL TECHNICAL COMMITTEE CHAIRMEN AND SECRETARIES
TO ALL CONFORMITY ASSESSMENT SYSTEM CHAIRMEN**

New IEC IT Helpdesk ticketing system for IT related requests

Dear Sir/Madam,

To continue improving the quality of our support, the IEC IT Department is pleased to announce the launch of a new ticketing system to handle all IT related requests.

Please send all IT support requests to helpdesk@iec.ch starting on 4 December 2015.

This new email address replaces tiss@iec.ch.

For each new request sent to helpdesk@iec.ch, you will receive an automatic acknowledgement notification email with a ticket number. Comment(s) and/or attachment(s) can be added to a ticket at any time by replying to the ticket notification.

Tickets will be assigned to an IT Department staff member for reponse/action.

Please note that on your first email to helpdesk@iec.ch, you will receive a welcome notification inviting you to set-up a password for access to the IT Helpdesk Online portal. It offers the possibility to check the status of your requests at any time.

We hope you will find this new support channel useful.

For more information and feedback on IEC IT projects, please use <http://itnet.iec.ch>.

Yours faithfully,

F.W.P. Vreeswijk
General Secretary & CEO

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