

# Safety and Security Help Desk Tickets:

1. [When to use Help Desk](#)
2. [How to use Help Desk](#)
3. [What to expect](#)
  - a. While your ticket is open
  - b. After your ticket is resolved
4. [Who to contact](#)

## Help Request

Request Type

Carbon Copy (Cc:)

Location

- Alertus
- Electronic Door Issues
- Employee Access Request Form
- Ergonomic Assessment
- Replacement Badge
- Safety Concern Form
- Student Access Request

## 1. When to use Help Desk:

\*\*\*It is important to remember that any situation that occurred from an incident, emergency, injury, or other type of safety/security situation should be documented into an incident report using our [Maxient reporting system](#).

### **Alertus:**

If you are requesting an Alertus panic button, having issues with your Alertus panic button, experiencing issues with your desktop emergency activator in your system tray , or requesting training on our emergency messaging system, please submit a Help Desk ticket and a staff will set up a time to assist you.

### **Electronic Door Issues:**

This is used for issues pertaining to your badge reader in your office/classroom/general area. This ticket will either be forwarded to facility maintenance staff or our current reader provider, pending on the circumstance.

### **Employee Access Request Form:**

This request should be used by a supervisor only to request badge access for one of their employees on a temporary or permanent basis. If the area being requested is not the general area of the supervisor creating the ticket it may need to be approved by an area supervisor as well.

### **Ergonomic Assessment:**

This ticket is to request an ergonomic assessment by the campus safety coordinator. This assessment needs supervisor approval as there may be costs involved. The ergonomic assessment would consist of your work area or working habits.

### **Replacement Badge:**

This request is received by the Student Life desk. Once the ticket is submitted you should report to the Student Life desk to receive your new badge. After you have that new badge, you should then go to Jennifer Jacobson to have the badge activated.

### **Safety Concern Form:**

This request form is for NON-EMERGENCY safety concerns for the safety department to address. Immediate repairs or request should be brought to the safety department's attention at 218-733-6906 or via email to the Safety Coordinator.

## **Student Access Request:**

This ticket should be submitted by a student worker supervisor or an academic dean of an area for student's requiring special access to classrooms, labs, offices, etc. for purposes beyond their requirements as a student. Student worker supervisors should discuss accessibility concerns with others in that area before approving.

### **2. How to use the Help Desk**

When using the Help Desk, select the request type that best suites your need. It is important to fill out as many of the fields as possible to help us better assist you. If you need to attach someone for permissions or as an FYI type their name in the carbon copy field.

### **3. What to expect:**

Your new ticket will automatically notify the contact person via email. The Safety and Security offices are opened Monday-Friday 8:00 – 4:30 and tickets are only reviewed during those times. Once the contact person reviews the ticket, they will perform the actions necessary to resolve the issue or request. If there is further information needed you can expect to receive an email or phone call, however it is important that you return that information quickly so that the ticket can be progressed.

In some cases, the request cannot be fulfilled or may be delayed for various reasons. You will receive an explanation if that occurs along with an estimated timeline.

### **4. Who to contact:**

If you have further information or questions regarding your ticket, follow the below guide for who to contact to best assist you:

- Campus Security issues – contact Security Coordinator Justin Stangeland at 218-733-6816 or via email at [justin.stangeland@lsc.edu](mailto:justin.stangeland@lsc.edu) or Campus Security at 218-733-6911
- Workplace and/or environmental safety issues – Contact Safety Coordinator Tammy Wilman at 218-733-6906 or via email [tammy.wilman@lsc.edu](mailto:tammy.wilman@lsc.edu)
- Alertus issues – Justin Stangeland or Carly Beckwith ([carly.beckwith@lsc.edu](mailto:carly.beckwith@lsc.edu))
- Badge/Door Access/Badge readers – Jennifer Jacobson (218-733-7719 or [Jennifer.jacobson@lsc.edu](mailto:Jennifer.jacobson@lsc.edu)) or Justin Stangeland
- If you have concerns of your ticket not being resolved or how it was resolved, please contact Nickoel Anderson at [nickoel.anderson@lsc.edu](mailto:nickoel.anderson@lsc.edu)