## **Internally Used Systems**

## Helpdesk

URL address: https://helpdesk.cerge-ei.cz

In order to streamline support requests, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

## **Workflow - TAS (Team Assistant)**

Workflow system suitable to support the most important institutional processes for both CERGE and El. System itself is a compromise between simplicity and functionality. It should be straightforward for regular user (Researchers, Staff etc.). Please check URL below and login with your network username and password.

URL address: https://tas.cerge-ei.cz

**Guides & Manuals: TAS Documentation** 

From:

https://wiki.cerge-ei.cz/ - CERGE-EI Infrastructure Services

Permanent link:

https://wiki.cerge-ei.cz/doku.php?id=public:sw\_internal-systems&rev=1507793138

Last update: 2017-10-12 07:25

