INTEGRATION GO-LIVE 03/01/19 CALL LOGGING AND SUPPORT

Guidance

Please refer to the numerous guidance documents for queries about 'how to …'

RISIS Guidance

- Available via the RISIS Helpdesk FAQs section (search terms "sub modular assessment")

Blackboard Guidance

- https://sites.reading.ac.uk/tel-support/ema-help/#integration

Support

All calls must be logged via **Topdesk**. This includes any queries/questions/ issues with both RISIS and BB/Tii for integration. The calls will be assigned to the relevant team for investigation.

TOP DESK
Please email: it@reading.ac.uk in the first instance including:

- Subject line – EMA Integration and the issue
- Full explanation of the issue you are experiencing and sequence numbers/ titles/ student number as this will assist in identifying the problem
- Screenshots if possible

If you do not have access to email, please call 0118 378 6262

Floor Walkers

Please click here for the schedule

Contact Names in Support Centres

HBS	JJT	Edith Morley	ISLI	Earley Gate
Lauren Norbury	Chris Fry Sophie King-Waring Sue Hawthorne	Nathan Shaw Marian Fisher	Rachel Wood	Emily Parsons