

## **CSG PMACS Support of Return to Work Phase I**

*If you are supported by PMACS the following applies:*

- Please enter a HelpDesk ticket, <https://helpdesk.pmacs.upenn.edu/> for any computer issues you may encounter.
- Staff will make every effort to resolve tickets remotely, to adhere to social distancing guidelines. On-site staff will be dispatched to address only those issues that cannot be resolved remotely.
  - PMACS Local Service Providers (LSPs) are directed to provide remote support as much as possible. Our onsite support has been to activate computers and assist with hardware or monitor problems.
  - PMACS will continue to assist on-site if there are hardware or monitor issues. Some machines may need to be replaced
- Hours of operation::
  - Remote employees: 8 AM - 6 PM
  - On-site employees: 8:30 AM - 4:30 PM