

INSTRUCTIONAL SYSTEMS INC.



ISI

ATTAIN Technical Support Center

www.isinj.com



ATTAIN Technical Support Center



University Center for Academic
and Workforce Development

ATTAIN

ADVANCED TECHNOLOGY TRAINING
AND INFORMATION NETWORKING

HOME

ATTAIN CENTERS

NETWORK

IP CAMERAS

CONTACT

Support Center

- [SUNYEOC HOME](#)
- [SUPPORT HOME](#)
- [SUPPORT BLOG](#)
- [EMAIL](#)

ATTAIN Help Desk

Logon

User Name:

Password:

[New User](#) | [E-mail My Password](#)

Technical support is available Monday through Friday 9:00 am to 5:00 pm eastern time at 800-706-5476.

[ATTAIN Helpdesk Guide](#)

ATTAIN Technical Support Center



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A screenshot of the ATTAIN Help Desk login interface. It features a blue header with the text "ATTAIN Help Desk". Below the header, the word "Logon" is centered and underlined. There are two input fields: "User Name:" followed by a yellow text box, and "Password:" followed by a yellow text box. Below these fields is a blue button with the text "Logon". At the bottom of the form, there are two links: "New User" and "E-mail My Password", separated by a vertical bar.

**ATTAIN
Help Desk**

Logon

User Name:

Password:

Logon

[New User](#) | [E-mail My Password](#)

SUPPORT BLOG EXAMPLES

- E-mail password recovery
- ALI Steps
- GMetrix current issues
- Location of serial numbers for workstations and monitors
- ELLIS Guides/Manuals
- Headset adjustments for ELLIS



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Submit A New Problem

<p style="text-align: center;">Contact Information</p> <p>User Name: attain</p> <p>Entered By: * <input type="text"/></p> <p>E-Mail: * <input type="text" value="claudia@isinj.com"/></p> <p>Location: <input type="text"/></p> <p>Phone: <input type="text" value="2013433003"/></p>	<p style="text-align: center;">Problem Classification</p> <p>Department: * <input type="text" value="ATTAIN Project / All sites"/></p> <p>Category: * <div style="border: 1px solid black; padding: 2px;"> Select Category ATTAIN Web Application Certiport GMetrix ISI Software Microsoft ELLIS Steck-Vaughn Mavis Beacon Hardware Telepresence Video Internet Website E-mail Network Misc 3rd Party Support Custom Request </div></p>
Problem Information:	
<p>Title: * <input type="text"/></p>	
<p>Attachment(s):</p> <div style="display: flex; gap: 10px;"> <input style="width: 100px;" type="text"/> <input type="button" value="Browse..."/> <input style="width: 100px;" type="text"/> <input type="button" value="Browse..."/> </div>	
<p>Description: *</p> <div style="border: 1px solid gray; height: 150px; width: 100%;"></div>	
<input type="button" value="Submit Problem"/> <input type="button" value="Clear Form"/>	



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Submit A New Problem

Contact Information	Problem Classification
User Name: attain	Department:* <input type="text" value="ATTAIN Project / All sites"/>
Entered By:* <input type="text"/>	Category:* <input type="text" value="Select Category"/>
E-Mail:* <input type="text" value="claudia@isinj.com"/>	
Location: <input type="text"/>	
Phone: <input type="text" value="2013433003"/>	

Problem Information:

Title:*

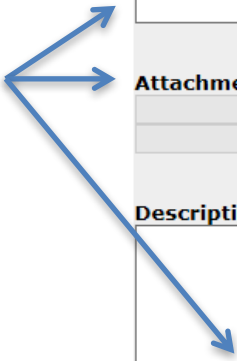
Attachment(s):

<input type="text"/>	<input type="button" value="Browse..."/>
<input type="text"/>	<input type="button" value="Browse..."/>

Description:*

DETAILS

UCAWD - Certiport - Gmetrix - ISI





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Problem Information:

Title:*

2 Laptops

Description:

We have 2 laptops that are not working.

Notes:

Describe the problem:

- What troubleshooting steps have you taken before opening up the ticket?
- What do you see on the screen?
- Does the laptop power up?
- Are both stations having the same problem? If not, open up a separate ticket.



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Problem Information:

Title: *

Computer #12

Description:

Computer is not working; check screen.

Notes:

Describe the problem:

- What does “not working” mean?
- What troubleshooting steps have you taken before opening up the ticket?
- What does “check screen” mean?
- What do you see on the screen?
- Is the workstation powering up?



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Problem Information:

Title:*

Internet is Down

Description:

Thanks for bringing the internet up again.

Notes:

If internet is down place a call to ISI.
Not necessary to open a ticket when internet is down



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Problem Information:

Title:*

Computer #4

Description:

Computer won't boot.

Notes:

Describe the problem:

- What troubleshooting steps have you taken before opening up the ticket?
- What do you see? Lights? Error Messages?
- What do you hear? Beeping? Fan? Or nothing?



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Problem Information:

Title: *

Ellis

Description:

Program is not functioning correctly.

Describe the problem:

- What do you mean by “not functioning correctly”?
- Is it happening on a particular station, multiple stations or all stations?
- Which ELLIS product? Basics, Intro, Middle or Senior Mastery?
- Is it happening to all students or a specific student?
- Is the management tool – Instructor Utilities running?
- What do you see? What’s on the screen?



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Problem Information:

Title:***Description:**

Describe:

- Which stations have print functions
- Which stations don't have print functions
- What steps have you taken on stations not printing
- If situation allows, have you tried logging off/on



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Problem Information:

Title:*

GMetrix Files Missing

Description:

The files for GMetrix are missing.

Any help with this matter will be very much appreciated.

Describe the problem:

- Are you looking in the correct location? (C:/TEMP)
- Which files - Templates files or Project Files?

New GMetrix feature: *Save to cloud*



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Problem Information:

Title:*

Gmetrix and MOS

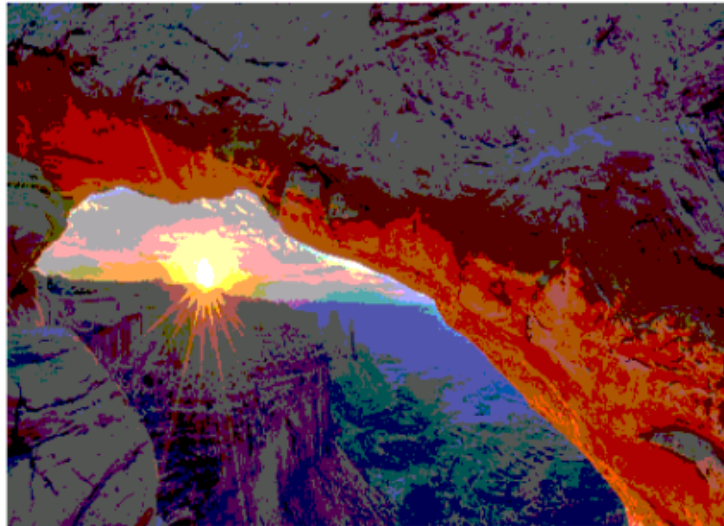
Description:

Seems like G-Metrix and Microsoft Office is not communicating correctly. Tried doing repairs on MOS, but we are encountering the same problems

Did you run the diagnostics?



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GMetrix SMS version 4.6.2 is now available! This version includes practice tests for MOS 2016, and can be downloaded from www.gmetrix.net/download.

GMETRIX SMS v.4.5.0 ENGLISH



GMetrix account

Sign in

[Forgot your password?](#)
[Sign up now](#)

Diagnostic checklist



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Problem Information:

Title:*

Requisition for headsets w microphones

Description:

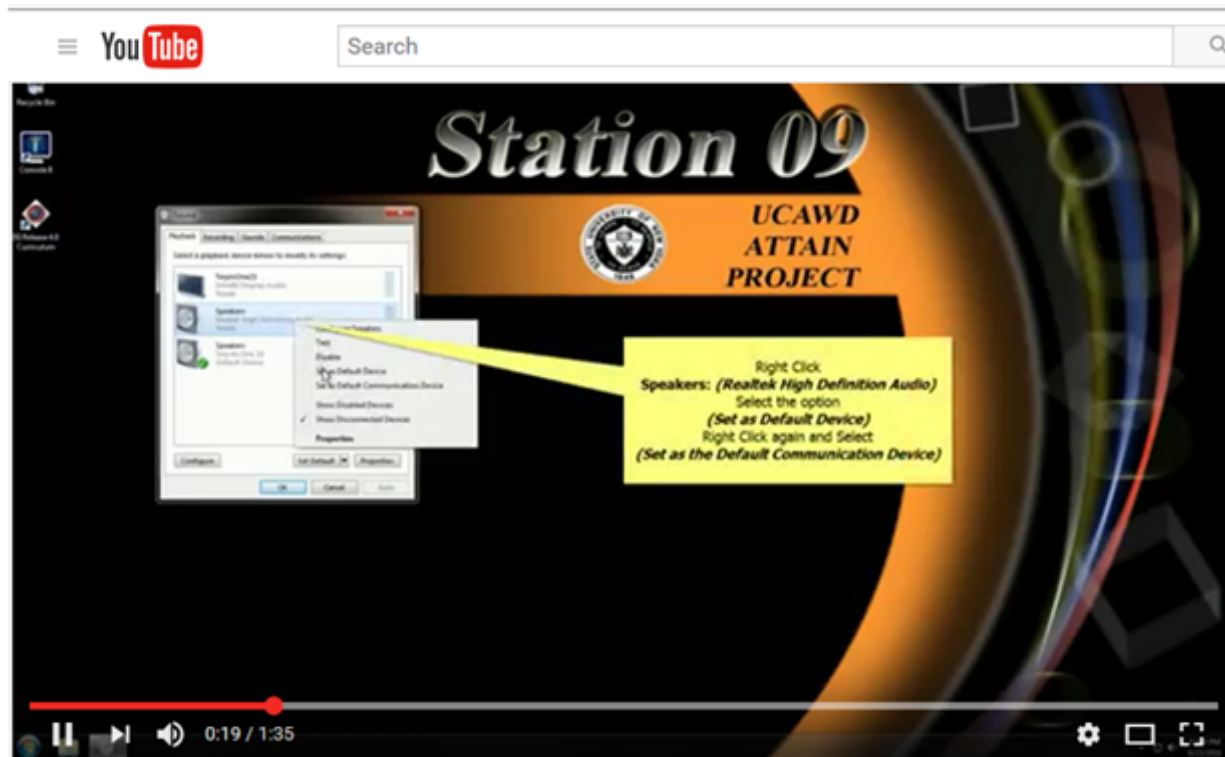
We need 15 headsets with microphones so our participants can use the ELLIS learning software.

HEADSETS:

- PLEASE don't wait until you are down by more than 5 headsets to request replacements
- Headset models are standard and include microphones
- Troubleshooting audio and recording issues



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How to disable audio devices on Lenovo Monitor.



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UPDATE TICKET

Problem Information:

Title:
Need 4 headsets

Description:
Good afternoon,
Can we please get 4 headsets shipped?
Thank you, Claudia

Notes:
No Available Notes

Enter Additional Notes:
Enter Additional Notes

Attachment(s):
Browse...
Browse...

Update Problem Clear Notes

UPDATE TICKETS...

- If the situation or problem has changed
- If you've resolved the problem yourself
- If you receive a follow up request from ISI or UCAWD
- If you worked with Certiport and Gmetrix.



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DO NOT REBOOT THE SERVER

- Unless you've been directed by an ISI Technician
- *Even if you are sure* that it's the same problem you've encountered before and were directed to reboot the server, *do not reboot the server.*
- Do not log on to the server unless asked to by ISI technicians



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ISI Maintenance Tasks and Reminders

- ISI will be running auto-reboots and software updates on Sundays.
- In order for the updates to run properly, LTCs MUST LOG OUT of GLOBAL at the end of each week.
- Please don't give participants access to administrative accounts for any reason.
- If you are sharing or using a participant station, please don't leave the administrative account running when you are not in the lab.

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Questions?

Thank you!

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