

WAYS TO OBTAIN SUPPORT

Phone Support

8:00 a.m. to 5:00 p.m. • Mon-Fri

215.854.7067

IP Phone Extension: 23101

E-Mail

help@chs-adphila.org

After Hours

(Your call will be returned the next business day)

215.854.7067

IP Phone Extension: 23101

Web

<https://help.archoit.org>

Submit a Ticket • Request Status • Ask Questions

HELP DESK SUPPORT PROCESS

When you contact Help for support,
a work order is generated for your request.

Each request is categorized into one of the following priorities:

Critical: *entire network is down*

Urgent: *entire site or department is down*

Priority: *standard request for service*

Priority Purchase: *order requests*

Low: *small task with unspecified due date*

Project Task: *task to be completed over an extended period of time*

Your IT TEAM:

Management



Michael Chorneiko • Chief Information Officer



Dave Fiedler • Associate CIO of IT Operations



Matt Colucci • Associate CIO of Network Security

Staff



Angela Bauer • Applications Support Specialist



Antoine Taylor • Network Support Specialist



Ariel Mansilla • Applications Support Specialist



Brianna Fobes • Help Desk Field Technician



Catherine Myers • Scheduling & Purchasing Coordinator



Chris Callahan • Network Support Specialist



Christopher Magenta • User Support Specialist



David Sandoval • Help Desk Field Technician



Eric Bell • User Support Specialist



Jonnathan Fraticelli • User Support Specialist



Larry Gilbert • Webmaster



Mary Schugsta • Applications Support/Compliance Specialist



Michael DiStefano • Network Support Specialist



Michael McGarrigle • Technology Trainer



Sarah Rosner • Application Support Specialist



Lawrence Tolentino • Network Support Specialist

Office of Information Technology



ARCHDIOCESE OF PHILADELPHIA



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IP Phone Extension: 23101

Email: help@chs-adphila.org

Web: <https://archoit.org>

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Locations Served

The OIT Department is here to provide technical support and service for the following areas:

Archdiocese of Philadelphia

- Archdiocesan Pastoral Center
- Parishes *List of parishes available upon request*

Catholic Housing and Community Services

- Administrative Office
- Finance Office
- Residents

Catholic Charities of Philadelphia

- Administrative Office
- Children Services
- Developmental Programs
- Family Services Centers
- Housing & Homeless Services

Nutritional Development Services

- Administrative Office

Office of Catholic Education

- Administrative Office
- Financial Office

St. Charles Seminary

- Administrative Office

Services Provided

If you experience a problem with your computer or have a technical question, our OIT staff will be happy to assist you.

- Technology Training:
Group workshops, 1-on-1 sessions and quick reference materials for Microsoft 365, OneDrive, Outlook, and more.
- Server, email and website hosting
- Make all technology purchases
- Install, support and remove approved hardware such as Dell computers, printers, Cisco IP phones, and assorted peripherals
- Install, support and remove all approved software
- Onsite repairs
- Network support and security for networking hardware and applications
- Web filtering
- Streaming
- Cybersecurity incident monitoring and response
- HIPAA security awareness training
- IT projects, business continuity, IT grants
- Self-service Knowledgebase
- Application support for client based software and databases

ALL SUPPORT ISSUES SHOULD BE REFERRED TO
HELP@CHS-ADPHILA.ORG
A LIST OF ALTERNATE CONTACT OPTIONS IS AVAILABLE IN THE
WAYS TO OBTAIN SUPPORT SECTION.

Technology Purchases



Our OIT team can help you choose and purchase the best equipment and software programs to fit your needs at the best price.

Hardware including:

- | | | |
|------------|---------------|---------------|
| • Desktops | • Printers | • Peripherals |
| • Laptops | • Cell Phones | • Apple |
| • Monitors | • Tablets | |

**For a list of all supported hardware, contact OIT*

Software including:

- | | | |
|-------------------|-----------------|-------------------------------|
| • Office 365 | • Adobe Acrobat | • Other approved applications |
| • MS Office Suite | | |

**For a list of all supported software, contact OIT*

Communication Devices including:

- | | | |
|--------------------|-----------|----------------|
| • IP Phone Systems | • Copiers | • Fax Machines |
|--------------------|-----------|----------------|

**For a list of all supported devices, contact OIT*

Support Methods/Types

For more information, please submit your questions/requests to: **help@chs-adphila.org**

Phone Support	Immediate
Email	Immediate
Remote Assistance	Immediate
On-site Assistance	Scheduled