

City of Tulsa

Mandatory IT Customer Guidelines

Solution Center Hours: M-F, 8:00AM-5:00PM

IT Solution Center Contact Info.

By email at

eservicedesk@cityoftulsa.org

By phone at

(918) 596-7070

Guidelines

Keeping our customers and employees safe during this time is of utmost importance to the City of Tulsa IT Department. As such, we request customers follow these new mandatory guidelines to make the process of computer repair as safe as possible for all participants.

First and foremost, consider remote options for troubleshooting before dropping off computers/devices at Solution Center locations.

All customers of the City of Tulsa IT Department are no longer allowed on the OTC 6th floor (beyond the elevator lobby) or in the Radio Shop.

Procedures

The CDC recommends wearing a cloth face mask and practicing a social distance of six feet. Please continue to follow these recommendations to protect yourself and our technicians.

Drop-off

1. Locate plastic tub placed in the OTC 6th floor elevator lobby or outside the Radio Shop.* **see picture**
2. Wipe down computer/device with the sanitizing agent provided.
3. Place computer/device in the tub and close the lid.
4. Call the technician to advise him/her of the drop-off.
5. The technician will advise you over the phone to wait in your vehicle or to return to your home/office.
6. If customer action is required to repair the computer/device, it will be handled remotely.
7. The technician will call the customer for pick-up when the repair is complete.

Pick-up

1. Call the technician to announce your arrival, remain in your vehicle.
2. The technician will wipe down the repaired computer/device with sanitizing agent.
3. The computer/device is placed in the plastic tub and the lid is closed.
4. The technician calls the customer to retrieve the repaired computer/device from the tub.



*Radio Shop 3436 N. Delaware

Do Not leave devices in the holding tub outside of normal business hours. If a technician is not on duty, please wait until one is available or until the next business day.

