

# TED TALKS

Using Help Desk and Teamwork 1

Presenters:  
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# Acknowledgement Of Country



UMSU acknowledges the Traditional Owners and Custodians of the lands on which we work – the Wurundjeri and Boon Wurrung people of the Kulin Nation – and pay our respects to Indigenous Elders past, present and emerging.

Sovereignty has never been ceded. It always was and always will be, Aboriginal land.



# TED Talk 1

## Learning Intention:

Attendees learn what types of support CME can provide them with and how to access our services

## Success Criteria:

Attendees feel confident using the CME Help Desk/ Teamwork platforms:


- o Searching for Help Docs articles
- o Using Live Chat
- o Using 'Submit a Request'
- o Accessing Teamwork

The screenshot shows the CME Help Desk website. At the top left is the logo 'CME HELP DESK'. At the top right are links for 'My Tickets' and 'Submit a Request'. The main heading is 'How can we help you today?'. Below this is a search bar with a magnifying glass icon and the text 'Search'. There are three main navigation cards: 'Getting Started' with a person holding a 'START' banner, 'Resources and Tools' with a gear and book icon, and 'How To's' with a person thinking icon. Below these cards is a section titled 'Getting Started' which lists several help topics in two columns.


**CME HELP DESK** My Tickets Submit a Request

## How can we help you today?


Search



**Getting Started**



**Resources and Tools**



**How To's**

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### Getting Started

What is the CME Help Desk?

About CME

Accessing CME Support

Having trouble?

How does a Teamwork project work?

What does CME do?

What is Teamwork?

What should I expect when my project is added to Teamwork?

What students want to see from Umsu (that's you!)

# AGENDA

## What is CME Help Desk?

- Searching for Help Docs articles
- Using Live Chat
- IRL
- Using 'Submit a Request'
- Accessing Teamwork

**Our Vision**

To connect with every student, elevate their voices and provide them with an unforgettable university experience.

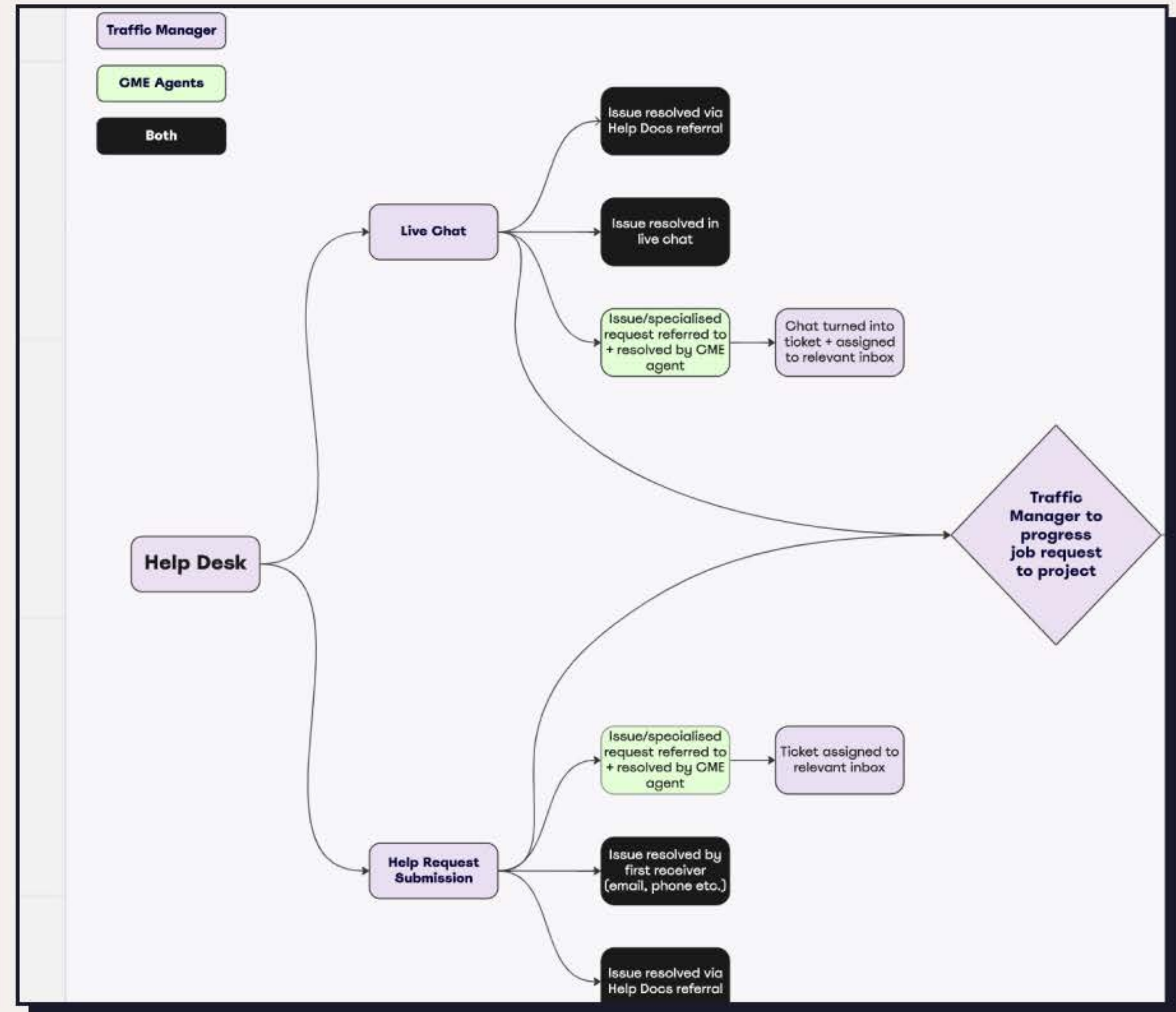
**Staff News**

[Read all about it](#)

**Quick Links**

- [CME HELP DESK](#)
- [COST CALCULATOR](#)
- [WHOLE ORG CALENDAR](#)
- [SHMMERFEST](#)
- [ACKNOWLEDGEMENT OF COUNTRY](#)
- [STUDENT PRECINCT](#)

# How It Works



# Summary

CME Help Desk is the magical, one-stop-shop for your CME needs!

Review the articles to learn how to do things yourself.

Call on us IRL.

Chat or submit requests.

We're here to support you in creating successful programs, events and activities.

## **CME Reminders**

- Workshop on Album Covers tomorrow at 12pm
- SF Applications are now on the playbook.  
Applications are due Friday 6 January 5pm.
- [UMSU\\_CME Instagram](#)