

CERN Service Portal

easy access to services at CERN

Tool View 

[Home](#) [News](#) [Service Information](#) [Navigate Catalogue](#) [Contacts](#) [My Profile](#) [Site Guide](#)

Your one-stop access to CERN services

Search:

Examples

Create a ticket:

[Submit a request](#) [Report an incident](#)

My Incidents

- Default view is not set by ...
- test

[See all your incidents](#)

My Requests

- KB0000956 which states that... ✓
- Help: trigger catalog die... ✓
- Help: Attach button in Reco...
- table linked to EDH record ...
- test isabel

[See all your requests](#)

Key contacts

Service desk: 77777

Email: service-desk@cern.ch

Located in building 55.

Open 07:30 - 18:30 work days, Geneva time.

Emergencies (24/7)

Fire / Feu / Accident: 74444

Located in building 65.

Fire, accidents, hazardous materials interventions...

Computer Security: 70500

Computer security emergency contact: Computer.Security@cern.ch

Service Manager on Duty

Not satisfied? You can contact the SMoD.



[Contact](#) [Service Desk](#) [SMoD](#) [About](#)

CERN - European Laboratory for Particle Physics, CH-1211, Genève 23, Switzerland



CERN Service Portal

Service desk

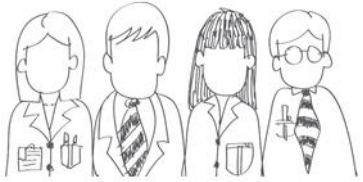


Easy access to services at CERN

Many different services working together for CERN's unique purpose
And you take part of it !



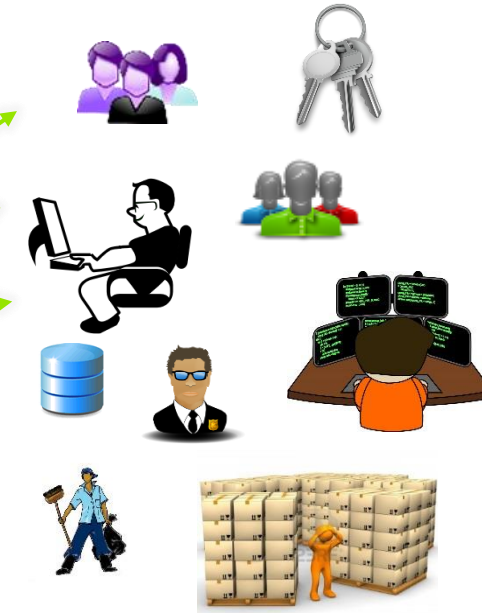
CERN Service Portal / CERN Service Desk



- Account is blocked
- Wifi connexion
- LXPLUS batch issue
- Help with Car sharing
- Heating issue
- Door lock issues
- Printer blocked
- Order new material



Service desk



- Identity management
- WIFI Service
- LXPLUS Service
- Car pool and Rental Service
- Heating, ventilation, Air Conditioning and Compressed Air Service
- Locks and Keys Service
- Printing service



Easy access to services at CERN

CERN Service Portal

CERN Accelerating science

Signed in as: Isabel Fernandez Gonzalez Sign out Directory

Tool View

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Home News Service Information Navigate Catalogue Contacts My Profile Site Guide

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Examples
type here

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Contact Service Desk SMoD About

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Service desk

<https://cern.ch/service-portal>



Easy access to CERN Services



Search base on English / French keywords



Home > Search terms: Print Tool View

CERN Service Portal

easy access to services at CERN

Home News Service Information Navigate Catalogue Contacts My Profile Site Guide

Search: Examples

Print

Create a ticket:
Submit a request Report an incident

Search results for Print

You can configure several aspects of the search results in your preferences.
Cannot find what you are looking for? Look at the search tips or tell us with the Feedback form.

All results (111) **SE**

Filter by type:

- Actions (20)
- Services + Functions (15)
- Information (10)
- KB articles (66)

Note: There are 2 additional KB Articles not visible due to security constraints.

SE Printing and Copying Service

- Request toner/ink for my printer or copier
- New printer installation (or move) for a LOCAL printer
- Report a failure with printer or copier
- Submit a request
- KB articles

Service. This service provides, maintains and supports a central printing interface giving access to all centrally registered CERN network printers, faxes, plotters and multifunction cop...
Found keywords: printers, printer

Home > Service Elements > Printing and Copying Service Tool View

CERN Service Portal

easy access to services at CERN

Search: type here

Home News Service Information Navigate Catalogue Contacts My Profile Site Guide

SE Printing and Copying Service

Printer Support
Phones: 77777 (Service Desk)
Printer.Support@cern.ch

Availability: Go to history.

This service provides, maintains and supports a central printing interface giving access to all centrally registered CERN network printers, faxes, plotters and multifunction copiers. This includes providing central print servers mapping all CERN printers, managing their print queues and settings, and publishing them to all supported platforms.

The support is provided to ensure the effective and smooth running of the CERN printer park. This only covers standard machines, i.e.:
- that have been purchased through the CERN Stores.
- that are under a leasing agreement with the current multifunction copier provider.

Actions

Go to	Print Service Portal
Request	Request toner/ink for my printer or copier
Request	New printer installation (or move) for a LOCAL printer
Request	New printer installation (or move) for a NETWORK printer
Request	Request staples for standard Canon machine
Report issue	Report a failure with printer or copier
Request	Submit a request

Information

Knowledge Base Articles

- Printing and Copying Service KB Articles

This service offers:

- Installation and configuration of new machines
- Relocation of machines and network database maintenance
- Supply and installation of most standard toners with materials cost charged to budget code
- Hardware problem troubleshooting and intervention (with external repair if deemed economically appropriate)
- Providing printers on short-term loan for conferences at CERN

Service limitations:

- CERN Stores standard printers and multifunction copier machines on lease only - no support for machines purchased elsewhere
- Toner replacement is on request of end users with budget code

Additional information:

- Display, install & search for printers
- Link to Print Device Support FAQ
- Standard printers and toners available from CERN Stores
- Multifunction copier models available
- Multifunction Copier Departmental contacts

Dependencies

Essential:

- Print Device Support (A+)

Important:

- Active Directory
- Cloud Infrastructure
- Facilities Operation
- Network Operations
- Windows Server Infrastructure

Necessary:

- CC Operators
- Computer Security
- Sys Admin
- Windows Desktops



<https://cern.ch/service-portal>

Services sharing knowledge



Ask your questions, get answer



The screenshot shows the CERN Service Portal search results for the query "How to print". The page includes a search bar with the query, a "Create a ticket" button, and a list of search results. The first result is "Visitors: How to print at CERN" with a "View in tool" link. A purple dashed arrow points from the search results to the article page on the right.

The screenshot shows the article page for "KB0003238: Visitors: How to print at CERN". The article provides instructions on how to print at CERN as a visitor, including steps for registering a device, downloading and executing an application, and installing a printer manually. The page also includes a feedback form and a "Was this helpful?" section.



<https://cern.ch/service-portal>



Report an incident






 Something does not work as expected

Search:
Examples

type here

Create a ticket:
Submit a request  Report an incident 



Report an incident Print  Attach file 


Describe and submit an incident or problem

* Short description
▶ More information

* Description and symptoms
▶ More information

Optionally, select the support team (Functional Element) that corresponds to your problem
▶ More information

Watch list
List of additional users and email addresses that will receive user notifications.

[Enter email address](#) 

What should be the visibility of this ticket?
▶ More information

CERN
 Restricted
 Sensitive (Confidential)

Submit



<https://cern.ch/service-portal>

failure printer



Report an incident with forms proposed by Service



Specific actions asking for the relevant information needed, it makes easier for others to help you!

Home > Search terms: failure printer Tool View

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Search:
Examples

failure printer

Create a ticket:
Submit a request Report an incident

Search results for failure printer

You can configure several aspects of the search results in your preferences. Cannot find what you are looking for? Look at the search tips or tell us with the Feedback.

All results (2)

Filter by type:

- Actions (2)
- Services + Functions (0)
- Information (0)
- KB articles (0)
- Tickets (0)

Report a failure with printer or copier
Ticket. Click to create a ticket.

Printer related requests (failure, installation, move, toner) to IT printer support
External action. Click to perform an action outside the CERN Service Portal.

Cannot find what you need here? Do you simply need advice or assistance? The Service Desk is here to help. Call the Service Desk on: 77777 (07:30 - 18:30 work days, Geneva time)

Contact [Service Desk](#) [SMoD](#) [About](#)

CERN - European Laboratory for Particle Physics, CH-1211, Genève 23, Switzerland

Print Attach file

Report a failure with printer or copier

Report a problem

Please note this is for [standard printers](#) (purchased through the CERN Stores) or [multifunction copier machines](#) ([under lease agreement](#)).

The support team will:

- Provide a first-level problem diagnosis
- For printers under warranty (1 year), assist in the vendor follow-up
- For printers which are no longer in warranty, attempt to resolve hardware problems on a best-effort basis

The support team will promote the most cost-efficient solution for CERN and may:

- Recommend the purchase of a new printer from the CERN Stores, particularly for problems with older printer models (<5 years old)
- Involve an external supplier for repairs, which may incur additional delays depending on the availability of spare parts

NB: There is no warranty covering repairs carried out

* Please specify the printer name (or model if local printer)

More information

* Location of the printer

More information

What is not working? (type of dysfunction)

Physical problem (ex. paper jam/ bourrage)

Quality (ex. quality is very poor)

Connection/installation problem

Other (provide further details)

* Please specify which computer platform was used to send the print job (e.g. Windows, Mac, Linux, etc.)

Affected computer account (if applicable)

More information

Please give further details

More information

Impact

More information

Low

Watch list

List of additional users and email addresses that will receive user notifications.

Enter email address






https://cern.ch/service-portal

Submit a request



 Ask for something, request access...

Search:
 type here
 
 Create a ticket:
 Submit a request  Report an incident 

Submit a request Print Attach file

Describe and submit a question or request

* Short description
 ▶ More Information

* How can we help you?
 ▶ More Information

Optionally, select the support team (Functional Element) that corresponds to your problem
 ▶ More Information

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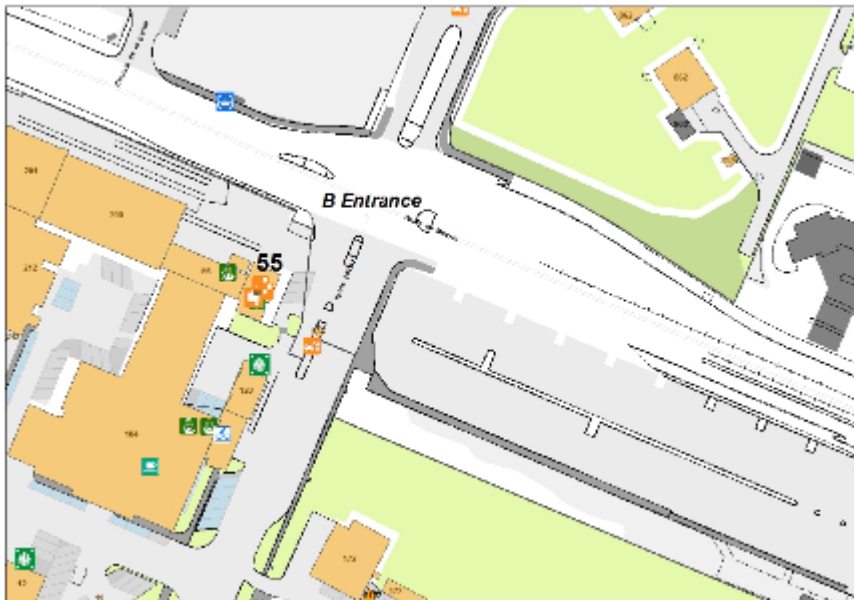
CERN Service Desk

3 possible ways to contact the Service Desk

✉ **Email:** service-desk@cern.ch

☎ **Phone:** [77777](tel:77777) (+41 22 76 77777 from outside CERN)

By visiting: building 55 (entrance B)

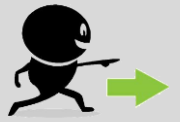


Open
from **07:30 to 18:30**
Work days
Geneva time

Assist you, resolve or escalate your issues to appropriate service



Track your issues



All your issues are registered in a ticket based system
Access your tickets from the portal
Check and update your tickets

CERN Service Portal
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Home News Service Information Navigate Catalogue Contacts **My Profile**

Site Guide

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See all your incidents

My Requests
aide:key keychain password
role_task_special_informati...
Help: trigger catalog clie...
Help: Attach button in Reco...
table linked to EDH record ...
See all your requests

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Fire / Fax / Accident: 74444

RQF0818997 - Assigned to: Pierre-Alain Buffo - State: Resolved

Feedback Save

Caller communication Supporter communication Activity More

* Caller Isabel Fernandez Gonzalez Request Location 73/2-011

Watch list Opened 21-08-2017 08:49:15

* Short aide:key keychain password

Description [▼]

Additional comments (Customer View)

Characters left: 4000

21-08-2017 10:56:18 - Pierre-Alain Buffo

Hello,
Please try the following :

- Choose Go to folder form the Go menu in the Finder
- On the box, type in "~/Library/Keychains/" and click on "Go".
It should lead you to the Keychains folder where you will find three items: (1) a folder with a name mixed with letters and numbers, (2) login.keychain, and (3) metadata.keychain.
- Delete the folder with a name mixed with letters and numbers.
- Restart your computer.



<https://cern.ch/service-portal>

Your feedback matters!



Provide feedback on the resolution of your ticket

RQF0818997 - Assigned to: Pierre-Alain Buffo - State: Resolved

Feedback Save

Caller communication | Supporter communication | Activity | More

* Caller Isabel Fernandez Gonzalez Request Location 73/2-011

Watch list Opened 21-08-2017 08:49:15

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Description [v]

Additional comments (Customer View) Characters left: 4000

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- Delete the folder with a name mixed with letters and numbers.
- Restart your computer.

As Caller, provide a feedback for the RQF0818997

Please help us improve our service by providing feedback on the way in which your ticket has been handled.

* Are you happy with the service?



Any ideas or feedback to help us continue to improve?

Cancel Submit

CERN Service Portal

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 Services

Services info
in a glance!

 KB articles

Find your answer!

 Actions

Report an issue!
Submit a request!



Your feedback matters!

CERN Service Desk

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 **Phone:** [77777](tel:77777) (+41 22 76 77777 from outside CERN)

By visiting: building 55 (entrance B)

