



# How can you get help?

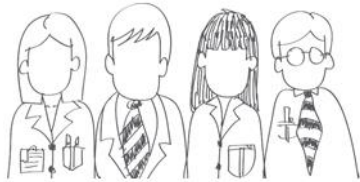
CERN Service Portal

CERN Service Desk

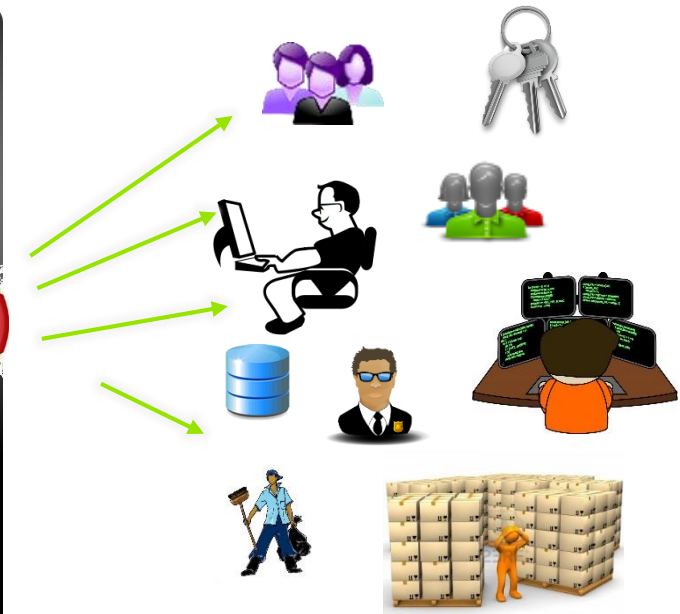


**Easy access to services at CERN**

# CERN Service Portal



- 🔧 My account is blocked
- 🔧 Wifi connexion **issue**
- 🔧 LXPLUS batch issue
- 🔧 Car sharing request
- 🔧 Heating issue
- 🔧 Door lock **issues**
- 🔧 Printer blocked



- SE Identity & Account management
- SE WIFI Service
- SE LXPLUS Service
- SE Car Sharing Service
- SE Heating, ventilation, Air Conditioning and Compressed Air Service
- SE Locks and Keys Service
- SE Printing and Copying service



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

# CERN Service Portal

CERN Accelerating science

Signed in as: Isabel Fernandez Gonzalez Sign out Directory

Tool View

## CERN Service Portal

easy access to services at CERN

Home News Service Information Navigate Catalogue Contacts My Profile Site Guide

Your one-stop access to CERN services

**Search:**  
Examples  
type here

**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 clie...
- table linked to EDH record ...
- test isabel
- Attestation: Remuneration A...

See all your requests

**Key contacts**

**Service desk: 7777**  
Email: [service-desk@cern.ch](mailto: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](mailto: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

**In case of emergency contact 74444**

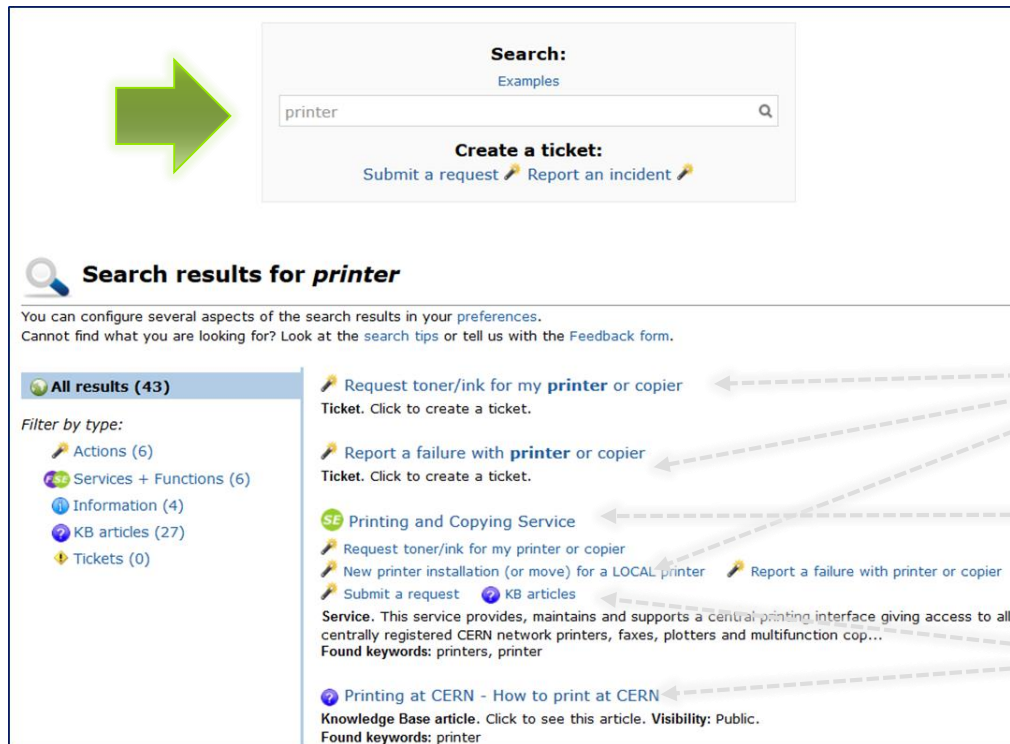
<https://cern.ch/service-portal>



# Search: based on English and French keywords

## Results of different types:

- ✓ **Knowledge articles:** practical knowledge that may solve your issue
- ✓ **Online forms:** submit your issue to the concerned service
- ✓ **Services:** access to service overview



The screenshot shows a search interface with a search bar containing the word 'printer'. Below the search bar are options to 'Create a ticket' by submitting a request or reporting an incident. The search results for 'printer' are displayed, including a filter sidebar on the left with categories like 'All results (43)', 'Actions (6)', 'Services + Functions (6)', 'Information (4)', 'KB articles (27)', and 'Tickets (0)'. The main results list includes items such as 'Request toner/ink for my printer or copier', 'Report a failure with printer or copier', 'Printing and Copying Service', and 'Printing at CERN - How to print at CERN'. Dashed arrows from the text on the right point to specific results: 'Online forms' points to the 'Request toner/ink...' and 'Report a failure...' items; 'Access to Service' points to the 'Printing and Copying Service' item; and 'Knowledge articles' points to the 'Printing at CERN...' item.

Write one or more words  
in the **Search**  
that describe your issue

Online forms

Access to Service

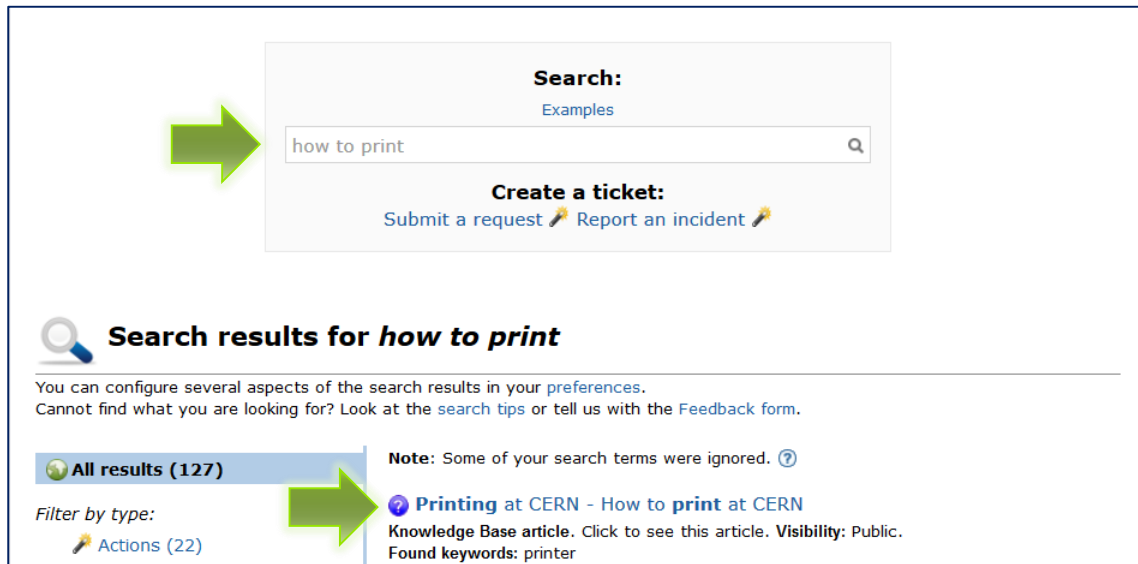
Knowledge articles



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

# Knowledge Articles

Ask your question, get an answer:  
FAQ, recipes, collections of tips and tricks, etc.



**Search:**  
Examples

how to print

**Create a ticket:**  
Submit a request 🛠 Report an incident 🛠

**Search results for *how to 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](#).

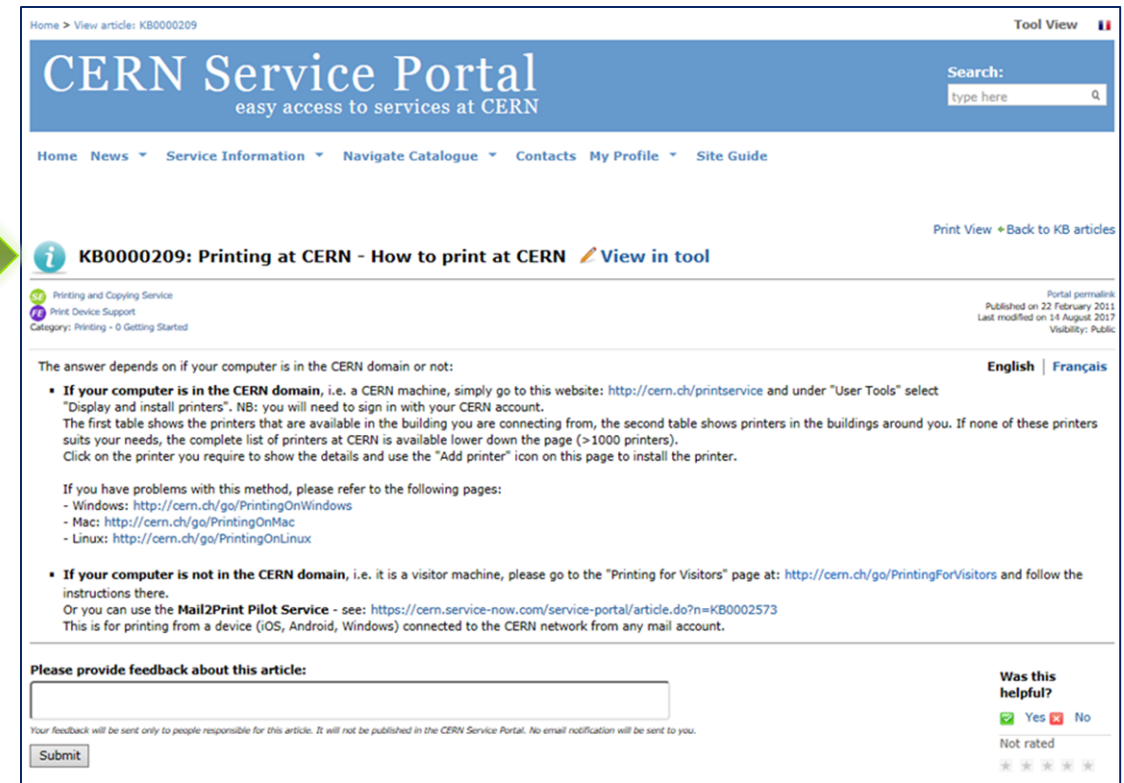
**All results (127)**

Note: Some of your search terms were ignored. ?

Filter by type:

Actions (22)

**Printing at CERN - How to print at CERN**  
Knowledge Base article. Click to see this article. Visibility: Public.  
Found keywords: printer



Home > View article: KB0000209

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

Print View + Back to KB articles

### KB0000209: Printing at CERN - How to print at CERN

View in tool

Printing and Copying Service  
Print Device Support  
Category: Printing - 0 Getting Started

Portal permalink  
Published on 22 February 2011  
Last modified on 14 August 2017  
Visibility: Public

The answer depends on if your computer is in the CERN domain or not:

**English | Français**

- If your computer is in the CERN domain**, i.e. a CERN machine, simply go to this website: <http://cern.ch/printservice> and under "User Tools" select "Display and install printers". NB: you will need to sign in with your CERN account.  
The first table shows the printers that are available in the building you are connecting from, the second table shows printers in the buildings around you. If none of these printers suits your needs, the complete list of printers at CERN is available lower down the page (>1000 printers).  
Click on the printer you require to show the details and use the "Add printer" icon on this page to install the printer.
- If you have problems with this method, please refer to the following pages:
  - Windows: <http://cern.ch/go/PrintingOnWindows>
  - Mac: <http://cern.ch/go/PrintingOnMac>
  - Linux: <http://cern.ch/go/PrintingOnLinux>
- If your computer is not in the CERN domain**, i.e. it is a visitor machine, please go to the "Printing for Visitors" page at: <http://cern.ch/go/PrintingForVisitors> and follow the instructions there.  
Or you can use the **Mail2Print Pilot Service** - see: <https://cern.service-now.com/service-portal/article.do?n=KB0002573>  
This is for printing from a device (iOS, Android, Windows) connected to the CERN network from any mail account.

Please provide feedback about this article:

Your feedback will be sent only to people responsible for this article. It will not be published in the CERN Service Portal. No email notification will be sent to you.

Submit

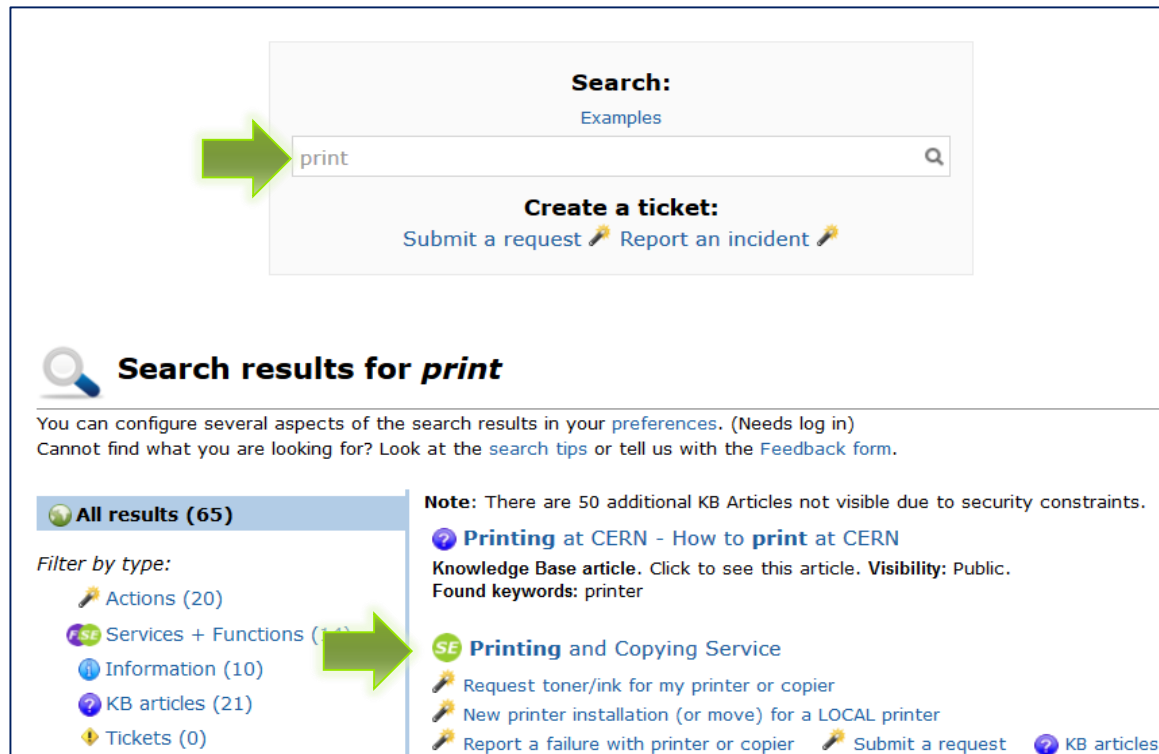
Was this helpful?  
Yes No  
Not rated



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

# Service overview

Service details with contacts, links to knowledge articles and online forms



**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](#). (Needs log in)  
Cannot find what you are looking for? Look at the [search tips](#) or tell us with the [Feedback form](#).

**All results (65)**

Filter by type:

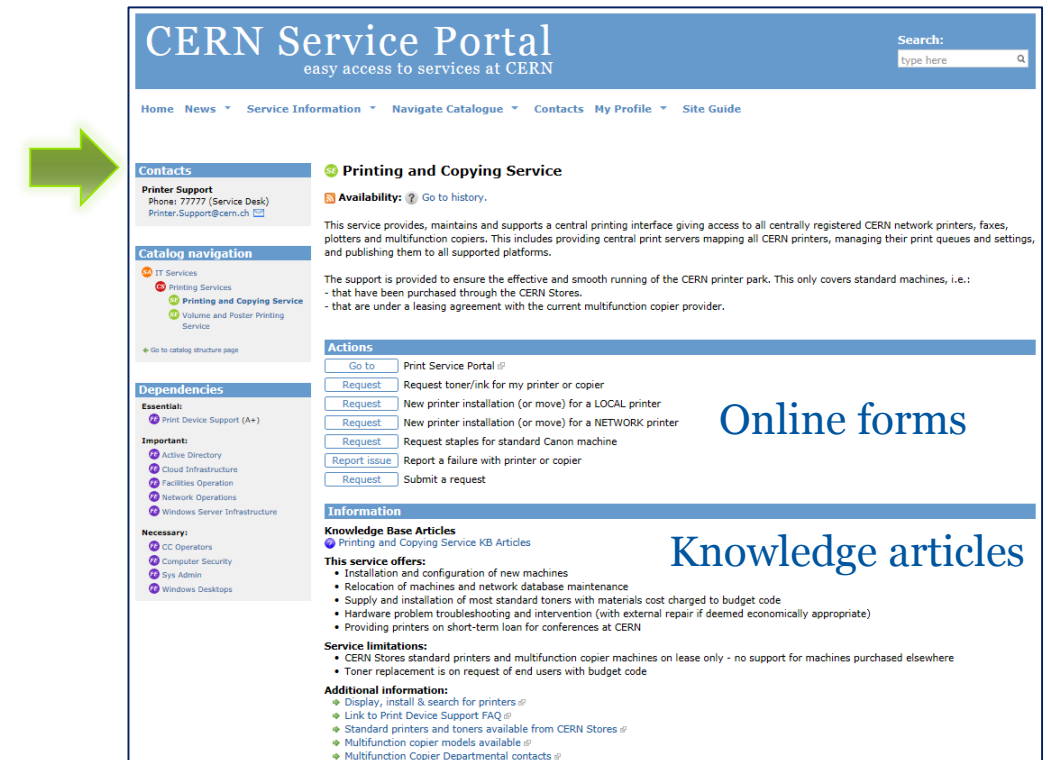
- 🛠 Actions (20)
- 🔧 Services + Functions (11)
- 📄 Information (10)
- 📖 KB articles (21)
- 🎫 Tickets (0)

**Note:** There are 50 additional KB Articles not visible due to security constraints.

🔧 **Printing at CERN - How to print at CERN**  
Knowledge Base article. Click to see this article. **Visibility:** Public.  
**Found keywords:** printer

🔧 **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



**CERN Service Portal**  
easy access to services at CERN

Search:

Home News Service Information Navigate Catalogue Contacts My Profile Site Guide

**Contacts**

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

**Catalog navigation**

- IT Services
- Printing Services
- Printing and Copying Service**
- Volume and Poster Printing Service

Go to catalog structure page

**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

**Printing and Copying Service**

**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

**Online forms**

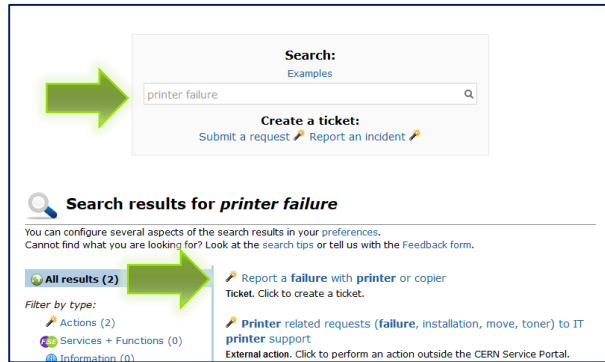
**Knowledge articles**



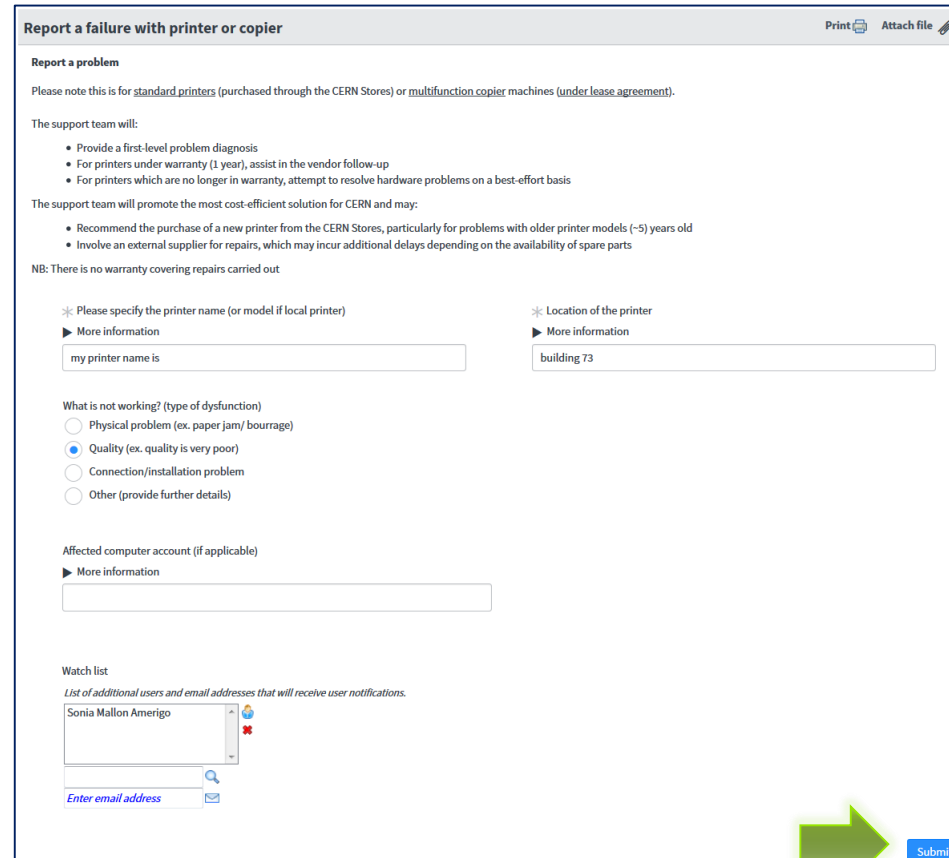
<https://cern.ch/service-portal>

# Service Online forms

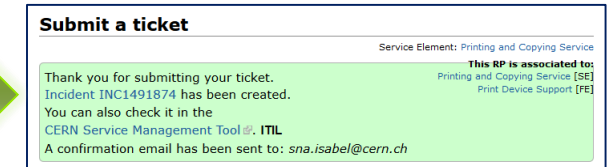
Specific actions, asking for relevant information needed to solve your issue!



A screenshot of a search results page. At the top, there is a search bar with the text 'printer failure' and a magnifying glass icon. Below the search bar, there are two buttons: 'Submit a request' and 'Report an incident'. The main content area shows 'Search results for printer failure' with a sub-header 'All results (2)'. A green arrow points from the search bar to the 'Report a failure with printer or copier' link.



A screenshot of the 'Report a failure with printer or copier' form. The form is titled 'Report a failure with printer or copier' and has a 'Print' and 'Attach file' button in the top right corner. The form contains several sections: 'Report a problem' with instructions, 'The support team will:' with a list of actions, 'The support team will promote the most cost-efficient solution for CERN and may:' with a list of actions, 'NB: There is no warranty covering repairs carried out', 'Please specify the printer name (or model if local printer)' with a text input field, 'Location of the printer' with a text input field, 'What is not working? (type of dysfunction)' with radio button options, 'Affected computer account (if applicable)' with a text input field, and 'Watch list' with a dropdown menu and an 'Enter email address' field. A green arrow points from the search results to this form, and another green arrow points from the bottom right of the form to the 'Submit' button.



A screenshot of the 'Submit a ticket' confirmation page. The page is titled 'Submit a ticket' and has a 'Service Element: Printing and Copying Service' at the top right. The main content area is green and contains the following text: 'Thank you for submitting your ticket. Incident INC1491874 has been created. You can also check it in the CERN Service Management Tool @ ITIL. A confirmation email has been sent to: sna.isabel@cern.ch'. There are also links for 'This RP is associated to: Printing and Copying Service [SE]' and 'Print Device Support [FE]'.

Use forms to speed up the treatment of your issue



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

# General Online forms

**Submit a request:** ask for something, request access

**Report an incident:** something does not work as expected, that is broken

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Your one-stop access to CERN services

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  
error connecting to domain

\* Description and symptoms  
More information  
Hello,  
I have a an issue. my locally managed machine XXX denies login after a longer system downtime. The reported error is "can not connect to primary domain". What could be the problem? I do not know how to proceed!  
Many thanks!

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.  
Sonia Mallon Amerigo  
Enter email address

What should be the visibility of this ticket?  
More information  
 CERN  
 Restricted  
 Sensitive (Confidential)

Submit

Submit a ticket Service Element: Printing and Copying Service

This RP is associated to:  
Printing and Copying Service [SE]  
Print Device Support [FE]

Thank you for submitting your ticket.  
Incident INC1491874 has been created.  
You can also check it in the  
CERN Service Management Tool. ITIL  
A confirmation email has been sent to: [sna.isabel@cern.ch](mailto:sna.isabel@cern.ch)



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



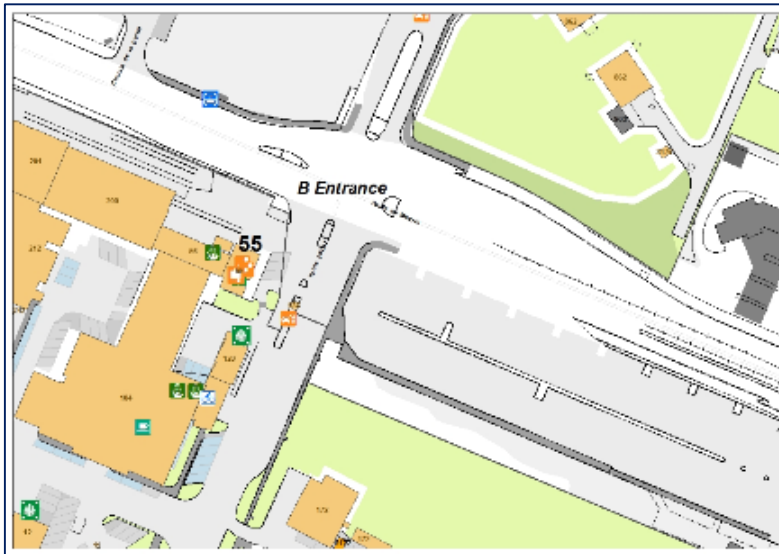
# CERN Service Desk

If CERN Service Portal does not help you or you prefer human contact, you can contact CERN Service Desk:

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

**By visiting:** building 55 (entrance B)

 **Email:** [service-desk@cern.ch](mailto:service-desk@cern.ch)



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



Assist you, resolve or escalate your issues to appropriate service

# How to track your issues?

From the portal:

**My Incidents**

**My Requests**

: last created tickets

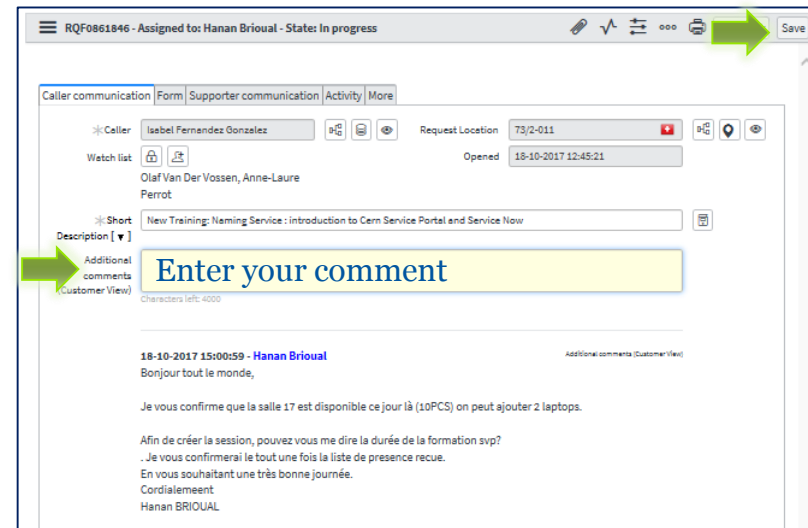
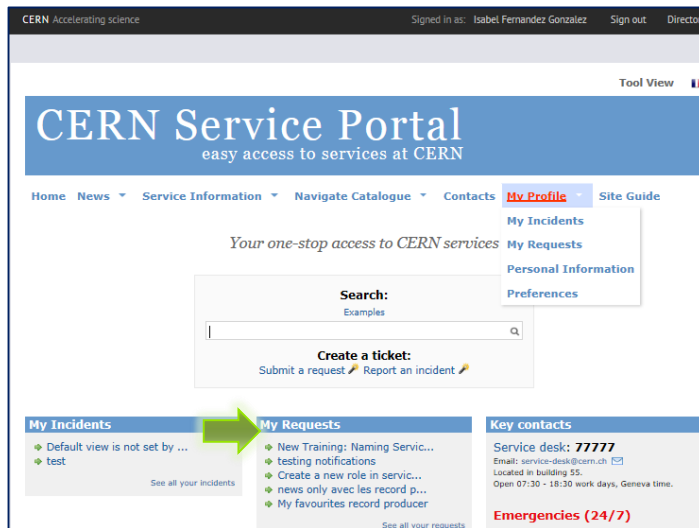
**My Profile:** complete list of all your incidents and requests

View your ticket, see communication, fill in the comments and Save

From your notification:

Reply to the notification (email) 

Your support service will be notified of your message

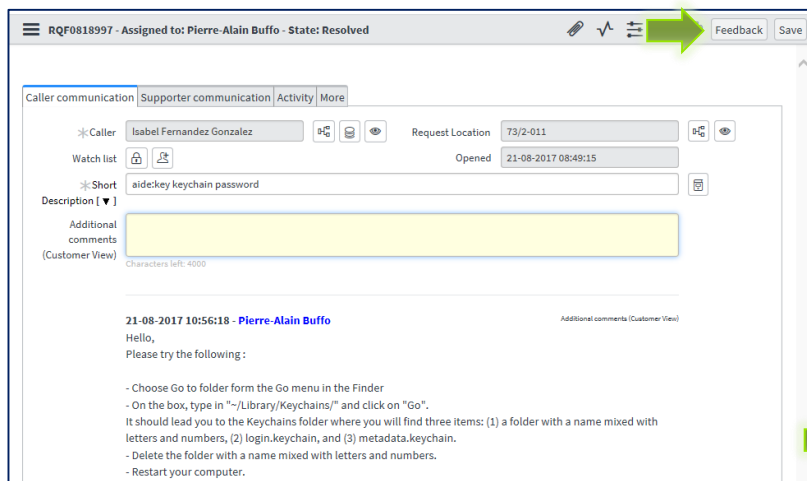


<https://cern.ch/service-portal>

# Your feedback matters!

Provide feedback on the treatment of your ticket to help us improve the quality of the service provided:

- ✓ From your ticket
- ✓ From your resolution notification (email) 



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 description: aide:key keychain password

Description [▼]


Additional comments (Customer View)

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.



Dear Isabel,

There is a proposed solution for you.

**Ticket No:** RQF0818997

**Short description:** aide:key keychain password

**Message from 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.

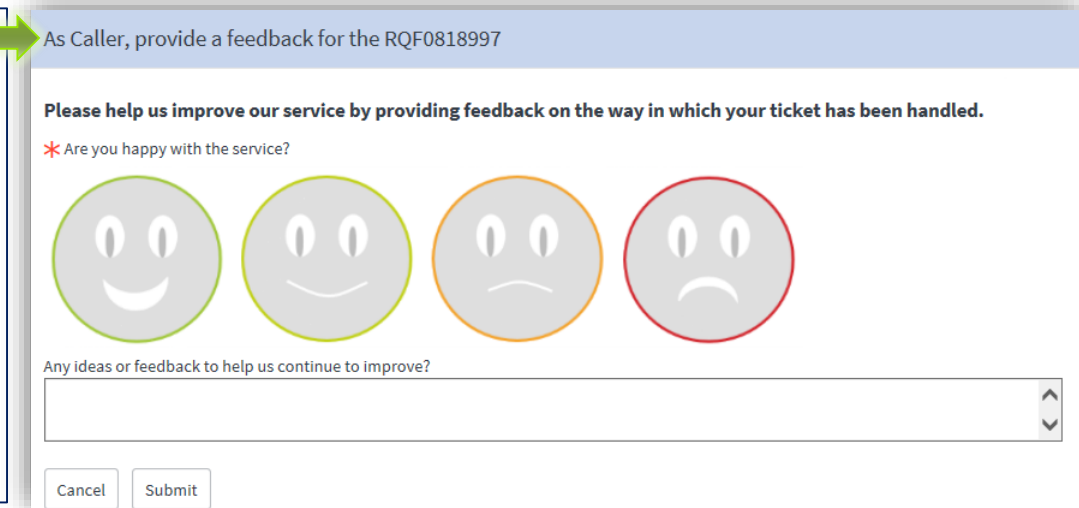
This should normally fix this issue.

Regards  
Pierre-Alain Buffo

Should you require any further assistance, please inform us within five working days through the [CERN Service Portal](#), or reply directly to this email. After this time, it will be necessary to create a new ticket

Are you happy with the way that your ticket has been resolved?  
*(Click on one of the smileys. Please, note that only the Caller of the ticket can provide feedback)*






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

## Services



Service overview in a glance



## Online forms

Report an incident, submit a request



## Knowledge articles

Find your answer!



## Feedback

Your feedback matters!



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