

## Hours, Opening and Closing

Article Number: 23 | Last Updated: Mon, Jun 20, 2016 at 8:36 AM

The following article provides you with **Help Desk Hours**, and outlines the steps for both **Opening** and **Closing** the Help Desk.

### **Summer Hours** - 7:30AM to 4:30PM:

**First:** 7:30AM to 3:30PM

**Mid:** 8:00AM to 4:00PM

**Last:** 8:30AM to 4:30PM

### **Regular Hours** - 7:30AM to 7:30PM

**First:** 7:30AM to 3:30PM

**Mid:** 8:00AM to 4:00PM

**Last:** 11:30AM to 7:30PM

If you are the **First** or the **Last**, you have some respective **Opening** or **Closing** duties!

### **Opening:**

- 1) Start a new walk-up sheet, date it with today's date. New sheets are located on top of the cupboard with the lock.
- 2) Login to your phone.
- 3) Check Voicemail:
  - I) Dial 75454
  - II) \*91055
  - II) 258456
- 4) Open the gate.
- 5) Unlock the Innovation Lab.

### **Closing:**

- 1) Ensure all three **Help Desk** phones have been logged out.
- 2) If there are any stray loaner sheets or work order labels, put them within the binder of the appropriate asset, respectively.
- 3) Place the 'Emergency' iPhone onto the charger.
- 4) Close the gate.
- 5) If you are the last one within the IT space, turn off the lights within the main IT area (located above the eWaste pile) as well as within the receiving area. Ensure all doors are locked, activate the security system (#YOURPIN followed by zero (0)), then exit the building.

Note: The innovation lab is closed by the Media group when they leave for the night.

Posted by: Paul Crang - Fri, Jul 4, 2014 at 9:41 AM. This article has been viewed 2254 times.

Online URL: <https://knowit.ok.ubc.ca/article/hours-opening-and-closing-23.html>