

# Internally Used Systems

## Helpdesk

**URL address:** <https://helpdesk.cerge-ei.cz>

In order to streamline support requests, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

## TAS (Team Assistant)

**URL address:** <https://tas.cerge-ei.cz>

### User Guides

From:  
<https://itinfo.cerge-ei.cz/> - **CERGE-EI Infrastructure Services**

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