

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.

Workflow - TAS (Team Assistant)

Workflow system suitable to support the most important institutional processes for both CERGE and EI. System itself is a compromise between simplicity and functionality. It should be straightforward for regular user (Researchers, Staff etc.). Please check URL below and login with your network username and password.

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

Guides & Manuals: [TAS Documentation](#)

From:

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

Permanent link:

https://itinfo.cerge-ei.cz/doku.php?id=public:sw_internal-systems&rev=1507799688

Last update: **2017-10-12 09:14**

