

# 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) - Workflow Supporting System

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>

**Guidelines & 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=1533804651](https://itinfo.cerge-ei.cz/doku.php?id=public:sw_internal-systems&rev=1533804651)

Last update: **2018-08-09 08:50**

