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## **OCIO HELP DESK SCRIPT**

### EGIS Online

#### **I. DESCRIPTION:**

This script is intended to define the Office of the CIO's (OCIO) official Help Desk process for the online Enterprise Geographic Information System (EGIS).

#### **II. RESPONSIBILITY:**

EGIS is administered by the Office of the CIO.

#### **III. TROUBLESHOOTING PROCEDURE:**

Staff shall abide by the following guidelines for troubleshooting the online Enterprise Geographic Information System (EGIS).

##### **SCRIPT**

1. EGIS is an online application that requires a District device that is connected to the District network.
2. Verify the device type and network connection (all devices are supported)
3. EGIS can be accessed by typing "egis/egis" in the address bar (not the search bar) of your browser and pressing "Enter" on your keyboard.
4. If this does not work, the user may enter the full URL  
[http://egis.bart.domain/BART\\_Maps/Index.html?Viewer=EGIS](http://egis.bart.domain/BART_Maps/Index.html?Viewer=EGIS)
5. EGIS is an HTML 5 application. This allows universal access from all types of approved District devices.
6. User training can be found in video format at <http://egis.bart.domain/info/index.html>

##### **KNOWN ISSUE(S)**

The District's Document Management system "Fusion" housed under the Tech Info Center is linked to EGIS. Documents in Fusion can be viewed from all browsers. Users accessing the Fusion Library will need to enable pop-ups from <http://fusion/> in their preferred browser.

#### **IV. ESCALATION:**

If the information shown above does not resolve the trouble ticket, write a brief description of the issue and assign a ticket to the "EGIS" resolution group.