

## Appendix 2

# Access to SAD Help Desk

---

The ISQ has put in place the SAD Help Desk, which aims to provide computer and technical support services to users of the ISQ's secure research data environments.

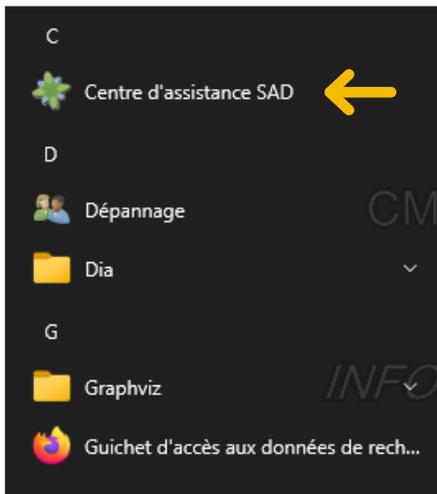
The Help Desk is a single window that forwards all new IT support requests to someone who can process them. This method ensures the coordinated and efficient resolution of support requests.

This appendix provides the step-by-step procedure for submitting a support request from within or outside the secure environment. The procedure is the same for **CADRISQ access**, **remote access**, and **intermediate results access**.

## Connecting to SAD Help Desk from the Secure Environment

---

In all ISQ secure environments, there is a link to the SAD Help Desk (Centre d'assistance SAD) in the Start Menu and on the desktop. 



Enter your username and password to open your account.

🌐 support.statad.local

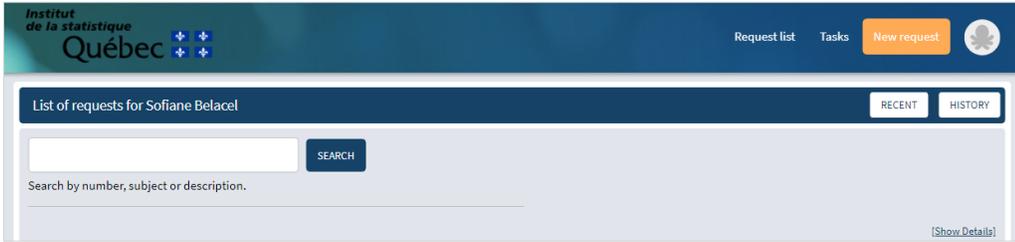
Ce site vous demande de vous connecter.

Nom d'utilisateur

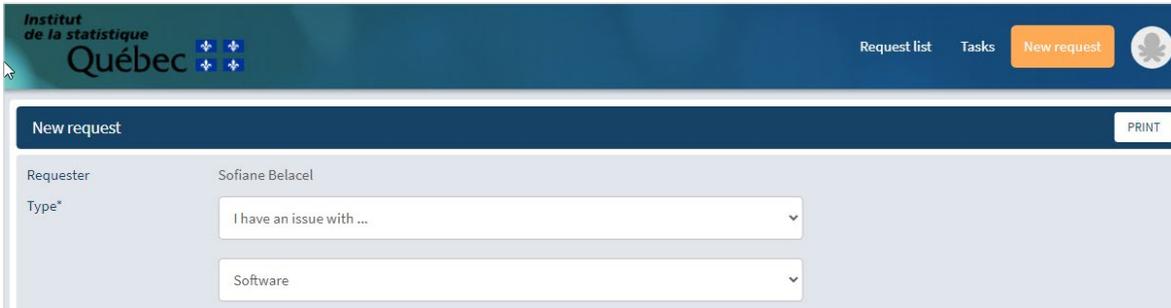
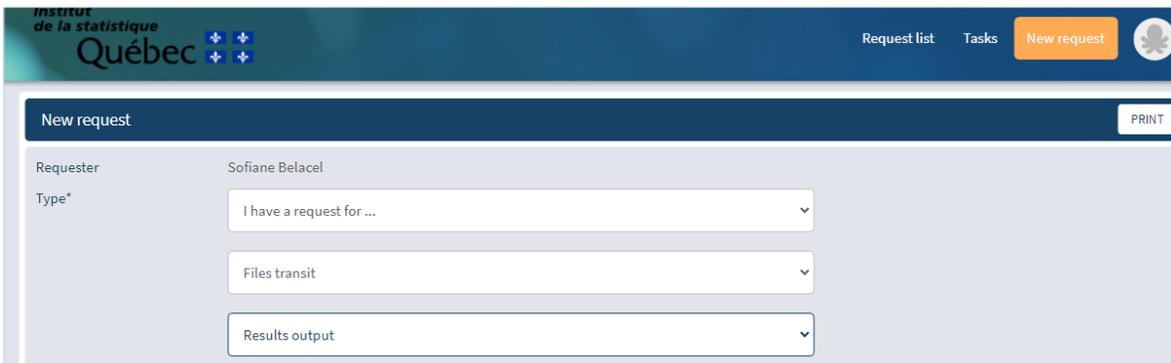
Mot de passe

## Requests Sent from Within the Secure Environment

For any new support request, click on “New request”.



There are two request categories: “I have a request for...” and “I have an issue with...”. They will bring you to the different support options.



After selecting the type of request, complete the form by providing a precise answer in each field, then click on “Submit”.

The SAD Help Desk tool enables you to monitor the progress of your support requests.

The table below lists the different types of requests that can be made from within the environment. Certain requests such as importing external files must be sent by e-mail. The procedure is described in the next section.

Category	Request	Details	Notes	
"J'ai besoin de..." ("I have a request for...")	Extension de la durée de session (Extended session time)		To request sessions lasting 3 or 7 days. This will apply for 2 weeks.	
	Logiciels (Software)	Installation de paquets (Paquet installation)	For Stata and RStudio	
		Installation d'un logiciel externe (External software installation)	This request will have to undergo a needs analysis by an ISQ approver.	
		Installation d'un logiciel offert (Available software installation)	Select the required software from the drop-down list.	
	Transit de fichiers (File transit)	Demande de divulgation (Output request)		
		Demande de résultats intermédiaires (Intermediate results request)		
		Prolongation de résultats intermédiaires (Intermediate results extension)		
(Any other file transfer request)			For example, moving a syntax file from the CADRISQ project directory to remote access or between two projects.	
	Visionnement des résultats intermédiaires à distance (Remote viewing of intermediate results)			
Autre demande de service (Other service request)			<i>Only select this type of request if no other matches your situation.</i>	
"J'ai un problème avec..." ("I have an issue with...")	Logiciel (Software)			
	Perte de fichiers (récupération des sauvegardes) [Lost files (backup recovery)]			
	Autre problème (Other problem)		<i>Only select this type of request if no other matches your situation.</i>	

## Requests Sent from Outside the Environment

---

For any support request submitted from outside the secure environments, you must send detailed information to the following e-mail address:

**support\_technique\_sad@stat.gouv.qc.ca**

To facilitate the processing of your request, the following information must be provided in your e-mail:

- Your username (for example: TREPI001D)
- The project number (for example: 99999C00)
- A description of the request (nature of the need or problem)
- The telephone number where you can be reached

The table below lists the different types of requests that can be sent from outside the environment.

---

### E-mail requests

---

Input request (importing external files)

Problem with remote access connection

Other service request\*

Other problem\*

---

\* For any other problem, you should ideally send your request using the SAD Help Desk tool (CADRISQ or remote access).