ePIRPAF Helpdesk

Welcome to the Everest/K2 ePIRPAF Helpdesk!

The ePIRPAF Helpdesk provides help to Faculty and Staff in the use of the Project Initiation Request and Project Approval Forms through the Everest/K2 workflow system.

The Helpdesk is available to assist you Monday thru Friday, 8 to 5

Email: msmith@fa.ua.edu            Phone: 205-348-6413

Greetings one and all!

My name is Margaret Smith and I will now be your Help Desk for questions that you might have regarding the ePIRPAF. Just like you, this will also be a learning curve for me. We can all learn together and have fun while learning. If I am unable to answer your questions, your inquiry will be forwarded to Delphine Harris or Matt Skinner. They will still be available to answer any questions that I cannot answer for you. My responsibility is to assist everyone and answer your questions, if possible. Hopefully with my assistance, Delphine and Matt can proceed on their next project.

In case there are some of you that have not talked to me prior to this time, I would like to give you some information about my work experience as it relates to the Help Desk. Hopefully, this will make you feel comfortable talking to me. It has been my pleasure to work for Nancy Whittaker since October, 2005. Prior to coming to work at the University, I worked for over 38 years with the former Gulf States Paper Corporation. From 1995 until my departure in 2005, I worked at the Computer Support Help Desk. My first responsibility was to answer the telephone, record the request in a database and assign it to the proper technician. My specialty was the software that was being used at that time. I did assist with training of our salesmen on their laptop upgrades as well as their new software. I also conducted specific training for other departments. As you can see, customer service has always been one of my top priorities and it will continue to be.

Thank you for the opportunity to assist you. We will have fun while we learn together!

Margaret Smith

Help Desk Contact

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