University's IT-Support Service

HSE Hotline is quick channel for question the use of all HSE's digital tools and services

How to get a consultation?

By MyHSE Services Account

Contact us via the Digital Buddies in the SmartPoint Services Account
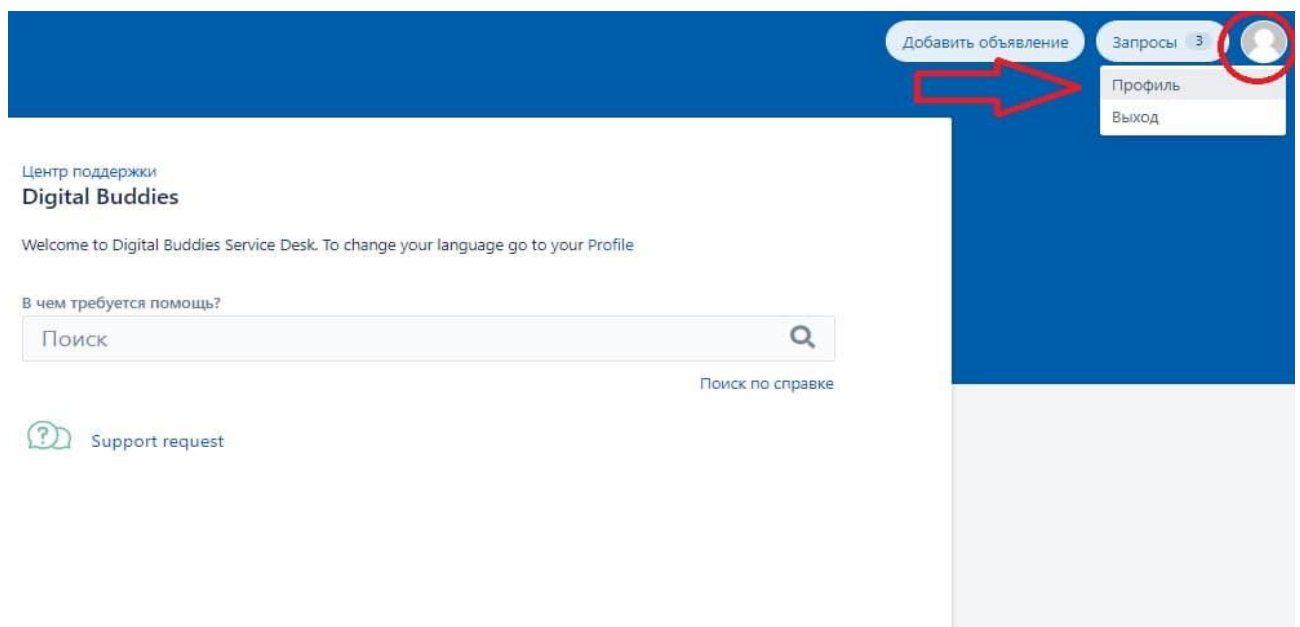
By phone

+7 (495) 625-50-15 or a multi-channel number +7 (495) 772-95-90 *55555

E-mail HSE.Digital

Send a request to e-mail digital@hse.ru

How to change language in SmartPoint Services Account please follow the steps below.

1. On the Support portal go to the profile, or follow the link https://pmo.hse.ru/servicedesk/customer/user/

2. Click button «Редактирование профиля" ("edit profile")

3. In the language settings, select English

Центр поддержки
Чумакова Наталия Юрьевна

Вход с помощью
nchumakova

Редактировать профиль

Вы не можете изменить ваше имя, пароль или адрес
электронной почты, потому что они хранятся в режиме
только для чтения.

Аватар
Изменить аватар

Настройки

Язык
русский (Россия) [По умолчанию]

Часовой пояс

🔍

русский (Россия) [По умолчанию]

English (United States)

T+03:00) Москва

Работает на базе ⚡ Jira Service Management

4. To end settings click button "Сохранить" ("Save")

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Аватар
Изменить аватар

Настройки
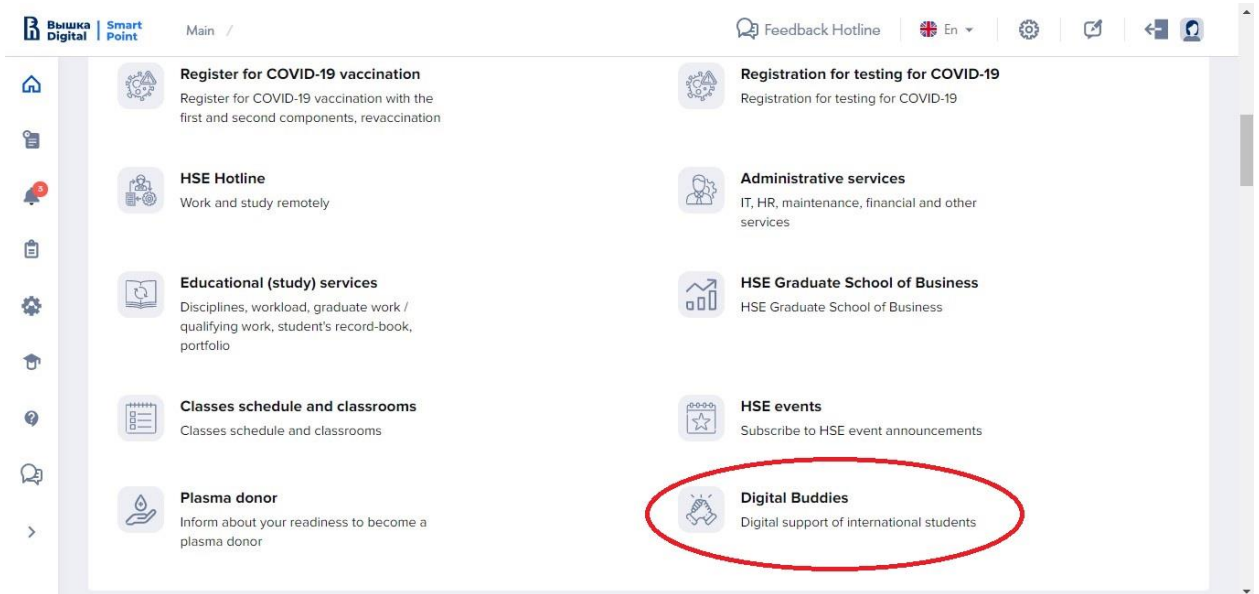Язык
English (United States)

Часовой пояс
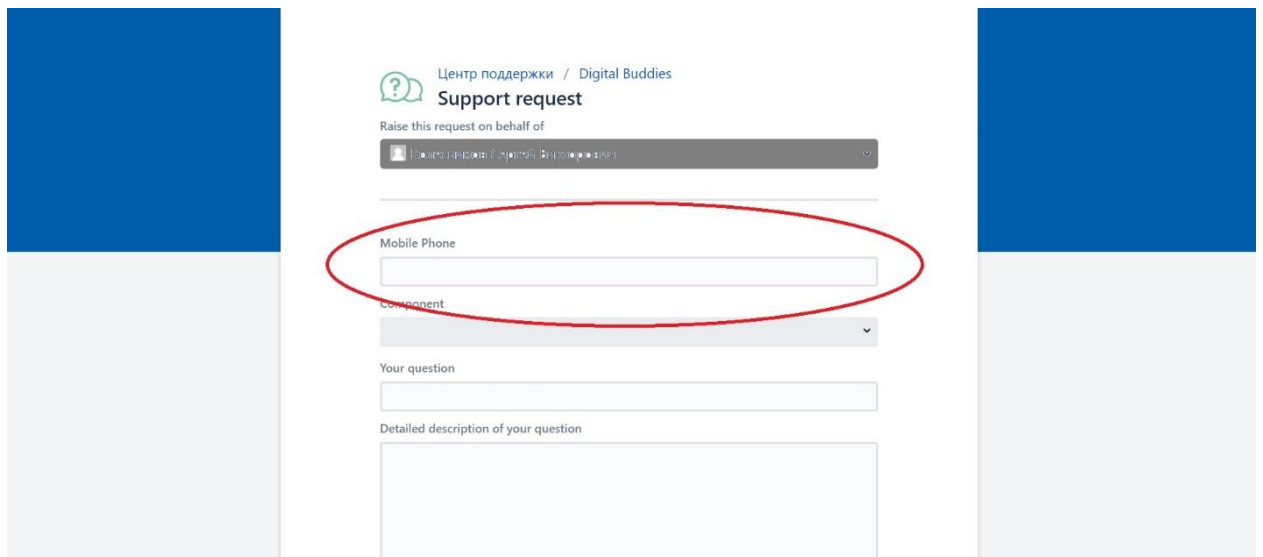По умолчанию   (GMT+03:00) Москва

Сохранить Отмена

Работает на базе ⚡ Jira Service Management

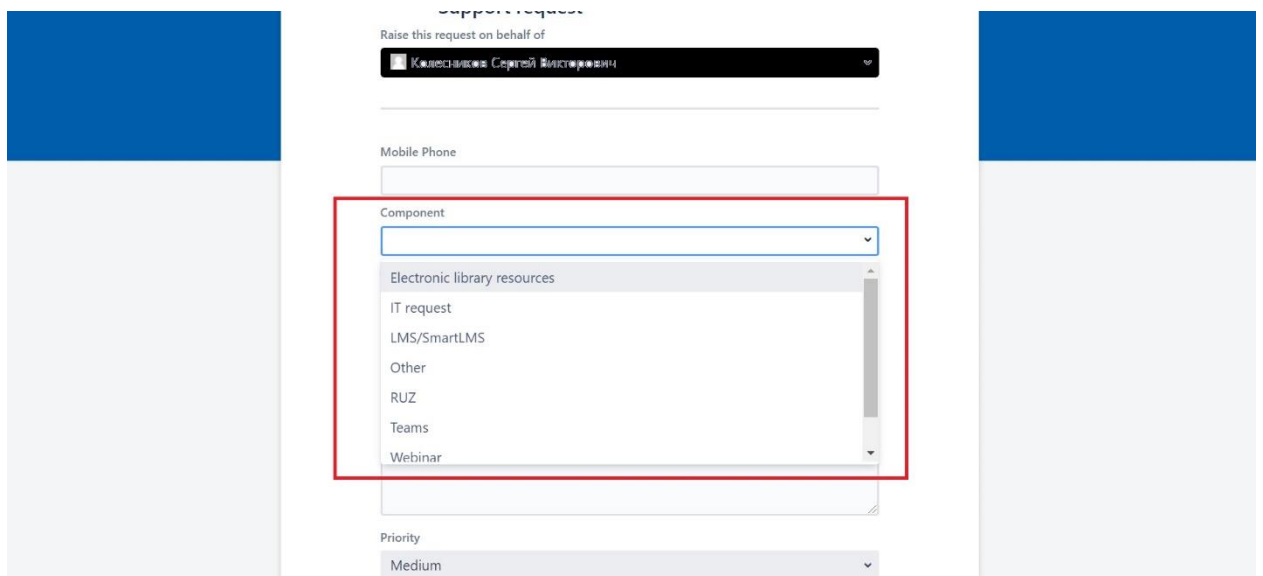**To get consultation by SmartPoint Services Account please follow the steps below.**

1. Follow the link https://lk.hse.ru/ and go to the "Digital Buddies" section.

2. In Support request add your mobile number:

3. Click button to choose "Component" (topic) of request:

Annotation:

- Electronic library resources – questions about using library systems.
- IT request – questions about using corporate PC, internet connection, other questions about hardware and software.
- LMS / SmartLMS – questions about the HSE educational space that connects all participants of the educational process. It includes corporate e-mail support, teaching quality assessment, registration for selective courses, electronic gradebook and other services.
- Other – questions about services, that are not in this list
- RUZ – questions about the system of planning the schedule of training sessions.
- Teams – questions about communication platform MS Teams, used in HSE for educational process
- Webinar – questions about communication platform, used in HSE for educational process
- Zoom – questions about communication platform, used in HSE for educational process

4. Fill your question and detailed description of your question:

5. You can choose priority of your support request:

Blocking – the issue requires an immediate solution, which determines the ability to pass the test, pass the work/task, etc., the deadline for which has already come
Critical – the issue requires an urgent solution, without which it is impossible to perform educational tasks at a specific time
Medium – technical issue that requires consideration within the established deadline for consideration of requests by technical support (24 hours), the opportunity to participate in the educational process is preserved.
Low – technical issue, the solution of which does not depend on the educational process
Minor – technical issue mostly about curiosity

6. You can upload files or paste screenshots if it is necessary:

7. To send your support request to Digital Buddies click button "Create":

After submitting the request and it's registration, you will receive an automatic response on your e-mail. The response to the request will also be sent on your e-mail.