Information Systems User Guide

For help with IS Support go to www.archindy.org/Intranet & select Information Systems. Please look through the Information Systems site to familiarize yourself with information available for support.

If you have an urgent need with IT, Phone, or copier/printers please call the Technical Support Center at extension 1420 (or 317-236-1420). You will reach an auto-attendant with three options. Please select the appropriate option based on the help that you need. If you are unsure of which to call please select option 1:

1. IT Support (calls go to The AME Group Operational Support Center, 888-453-3161, support hours from 7 am – 6 pm Monday-Friday, after hours engineer is on call)
2. Telephone & Fax Support (calls go to BD Managed Services support center, 317-964-6100, support hours 7:30 am – 5:30 pm Monday-Friday)
3. Copier/Printer Support (will send call to the Mail Center or if unavailable to Sharp Business Systems 317-813-1599)
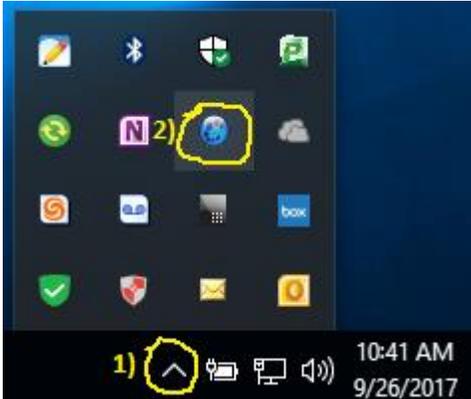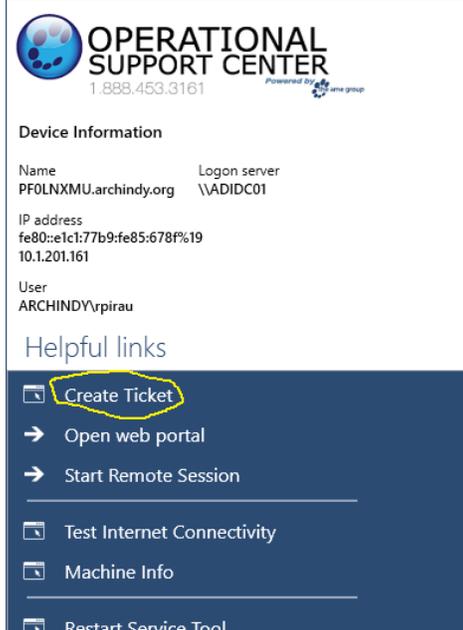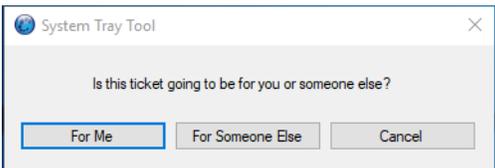
If your need is a non-urgent Information Technology request, please create a case using the AME service tool. This is a program that is access on your computer as outlined below. See the screen shots below of how to access the service tool:

Click on arrow located at lower right hand of screen and click, the click AME icon

An email can also be sent to service providers as outlined addresses below.

1. The preferred method for contacting is by calling them or using the AME service tool. Both directly open cases in their case management system.   Only send an email to AME at osc@archindy.org if you are not able to call or use the AME service tool.
2. Non-urgent request for telecommunications support (phones & fax) can be made by emailing phones@archindy.org.
3. Non-urgent request for copiers/printers can be made by emailing mailcenter@archindy.org.

Self Service Account Unlock and Password reset

New users are required to set up self-service account unlock for identification purposes, and also to be able to unlock their user accounts. This is needed so AME support staff can verify the end user is an Archdiocese registered user. AME will use information provided by the end user to identify the user by matches of answers to questions. There may be some occasions where your user account is locked out which will prevent you from logging into your computer or remotely logging into email. The lockout will occur if there are five incorrect attempts to log in. You can always call the IS support center, but there is a self-service account unlock that is available for you to unlock your account. This tool is available as an app for iPhone and Android. It is also available buy going to www.archindy.org.   You can use any computer to go to www.archindy.org to access the self-service unlock. To access this service please enroll in the self-service account unlock. Follow directions below.

Go to https://selfservice.archindy.org:9251

Sign-in using your user ID and password that is used to access your Archdiocese computer. You will enroll by entering answers to two security questions as well as provide an alternate email address that is not your archindy.org email address.

Once enrolled you will be able to unlock your account or reset your password by going directly to https://selfservice.archindy.org:9251. You may also go to archindy.org, click on email, and then click on Unlock Acct/Reset Password.   There are also apps that you can download to your Android or iOS smartphone to unlock accounts. Go to the Google Play Store or Apple App Store and search for "ADSelfService Plus".
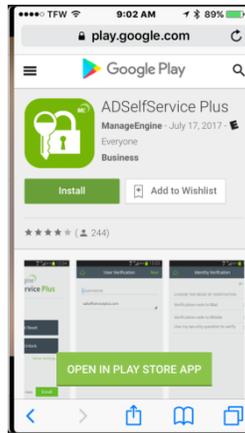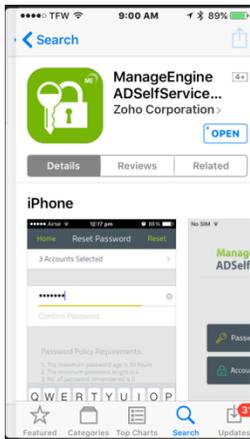
Download the app and then set up by doing the following:

Created By Deacon Ron Pirau, Last Revised 8/6/19
File location: https://app.box.com/s/svtfstnms10zaz2gdmkmfhfffah6svwz

- Launch ADSelfService Plus app
- Tap **Server Settings** in the home screen
- Slide the **Enable https** bar to turn on or turn off the SSL
- Enter the **Server Name: selfservice.archindy.org** and the **Port Number**: 9251

Tap **Done** to save the settings

		To unlock your account open up the app.
		- Then press account unlock - Input user ID - Select security questions or code to email - If email select non Archindy.org address
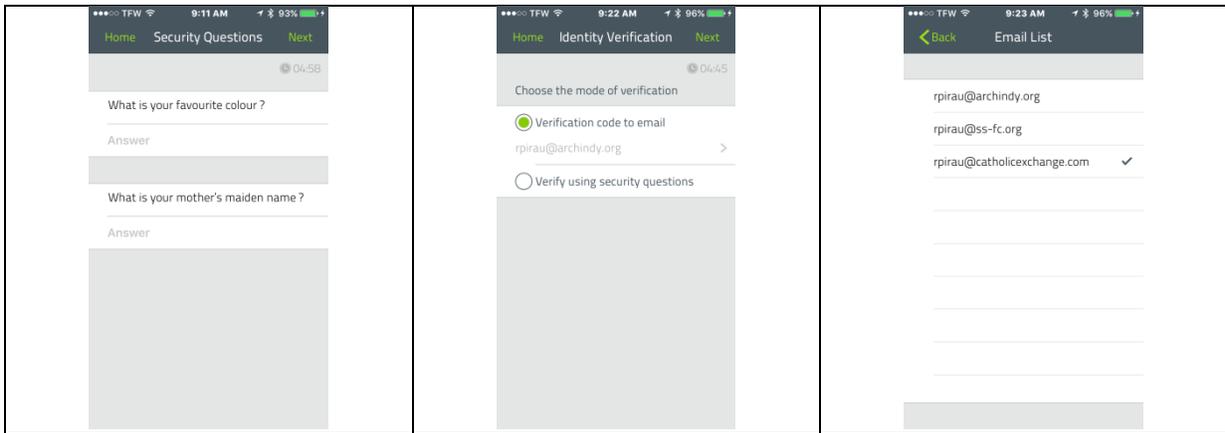
If you don't have a Smartphone you can go to any computer and access www.archindy.org and select the email link on the page to unlock account.
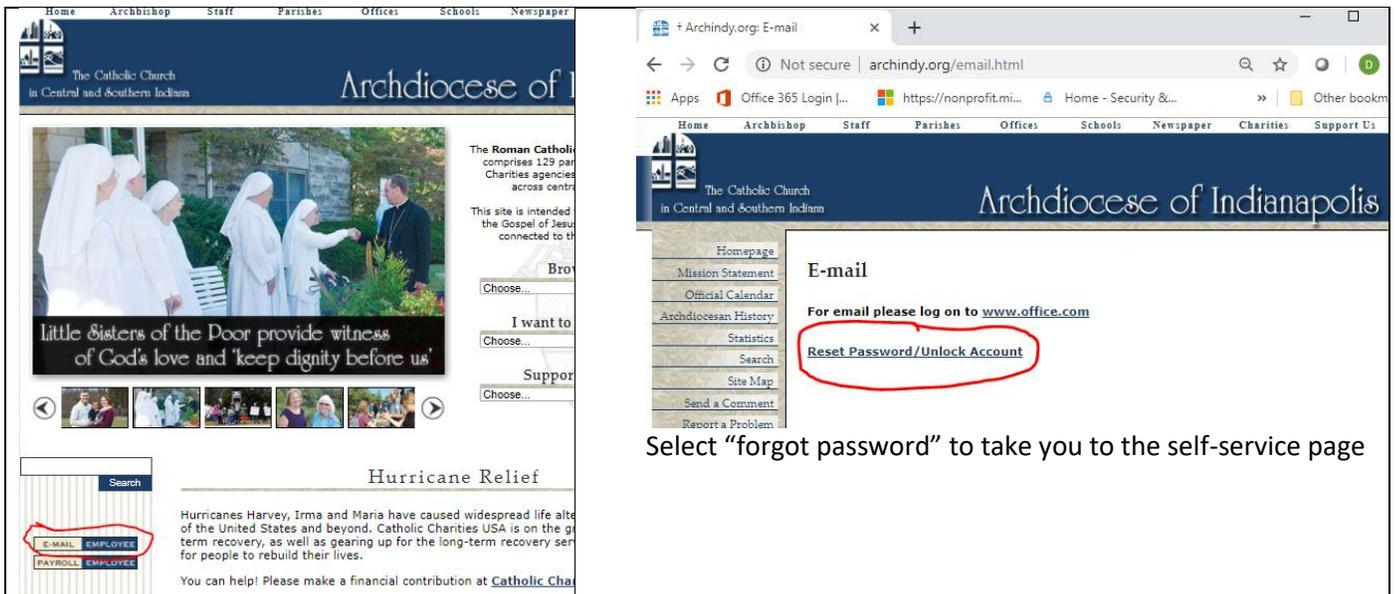

Select "forgot password" to take you to the self-service page

An ID Card will be issued to you when you start to work or volunteer at the Catholic Center. This ID card will provide access to the building by holding the ID card next to the card reader outside the door in the reception area and also on south end of the building. The ID card is also used to access the Sharp copiers in the common areas for printing, copying, and scanning. To use the Sharp copiers located in common areas users will need to use their ID card to gain access to copiers by holding the ID card next to the proximity reader on the lower left-hand side of the copier:

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