

# External User Help Desk Support Plan

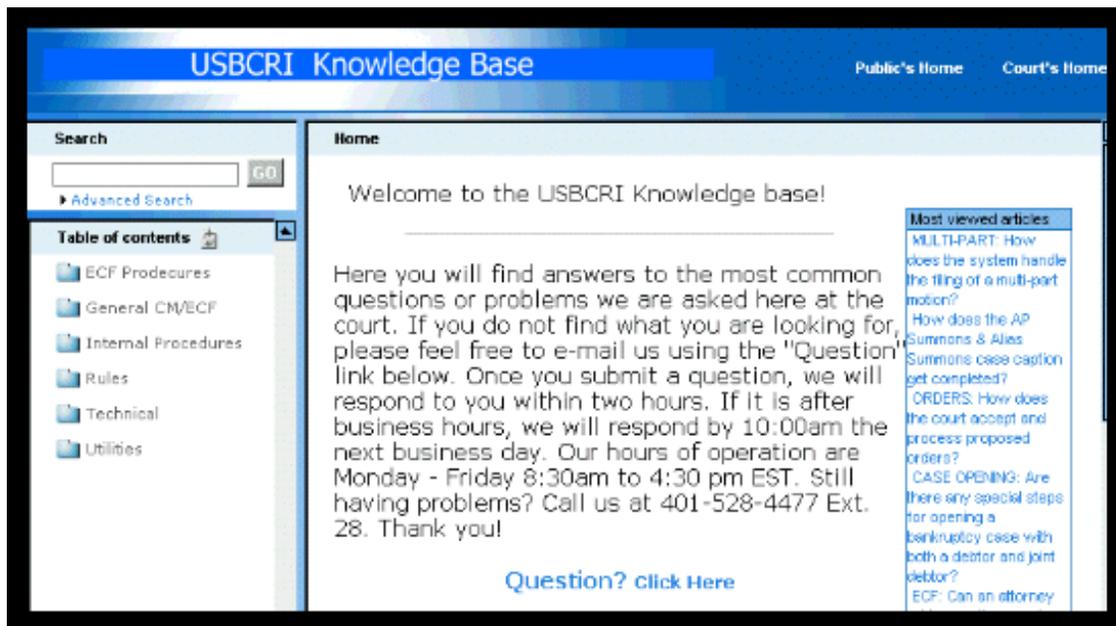
## Searching the Knowledge Base

When a certified user has a question, the first resource should be to check the Knowledge Base. This can be done by accessing the court Internet Site at [www.rib.uscourts.gov](http://www.rib.uscourts.gov) and selecting the "Knowledge Base" hyperlink.

Within the Knowledge Base, users may search two ways:

1. Type in keywords in the Search Feature that pertain to the question/ problem;
2. Click on a folder located in the table of contents to view all the articles in that section.

If an article pertaining to the question being searched is in the Knowledge Base, it will appear in the windowpane to the right of the screen.



Click on the article that pertains to the question to retrieve the answer. If there are no articles that pertain to the question, click on the [Question? Click Here](#) link at the bottom of the screen. The question will be emailed to the Help Desk for resolution. External Users may also contact the Help Desk Hotline at 401.528.4477 extension 14 to speak with a "Live" person, but please search the Knowledge Base first!

The Help Desk Hotline is staffed from 8:30 AM to 4:30 PM on Monday through Friday. Email received during off-hours, weekends and holidays will be answered by 10:00 AM the next business

day.