

HELP DESK



TECH HELP DESK TICKET

(TECH SUPPORT ON CLASS WEBSITE)

1) Select Request Type & Select "Students"

2) Click the down arrow & Select Problem Type

3) Type in Subject the title of the problem

Help Request

Request Type

How do I ?
Printers/Copiers
Set-up / Reservations
Staff
Students

Location

Request Type

Students

Subject

Request Detail

Device
Passwords
Software - Apps

Request Type

Students

Device

Subject

Computer Battery

Request Detail

TECH HELP DESK TICKET

(TECH SUPPORT ON CLASS WEBSITE)

4) Type in Request Detail the explanation of the problem

5) Check location to be sure it says "WAS"

6) Check to be sure your room number is correct

Request Type: Students ✓ Device ▾

Subject: Computer Battery

Request Detail: My computer battery dies after an hour of use even if it was fully charged.

Attachments: WAS, WES

Location: ▾

3T

Room: 128 ▾

3K

Room: 146 ▾

6) Click "Save"

Save