To Create a Ticket in IT Help Desk

- Go to https://helpdesk.seattlecolleges.edu

- From campus computers and MyDesk the url will take you immediately to the IT Help Desk.
- From off campus computers - you will need to log in with your MySeattleColleges credentials to go to the IT Help Desk.

Note - Users logging into IT HelpDesk the first time - will receive a prompt to complete their profile set up and add security options.

Help Desk Service Portal Home Screen
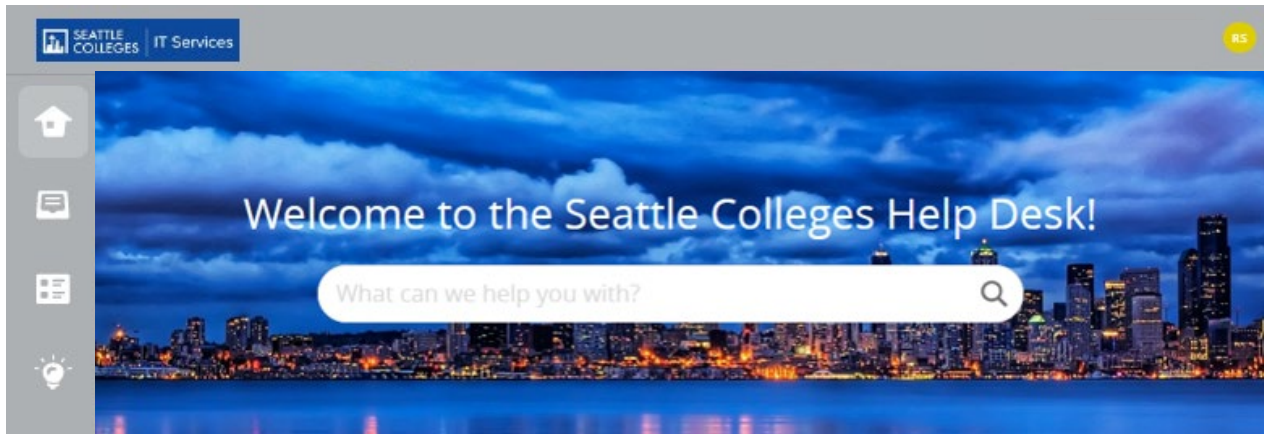
The clickable buttons below lead to forms for specific tech support requests.
You may also use the "Create A New Ticket" button for our generic support request form.
Don't see a button for the service you need? Scroll down to locate our complete service catalog!

## Ways to Create A Ticket

Choose a Service
The listed services provide users with a tailored form to fill out with the relevant information needed to best address your request.

Create a New Ticket/Request
if your request is not listed above or in full LIST OF SERVICES.

Full List of Services
Don't see your needed service? Here's a full LIST OF SERVICES with customized forms to complete requests.
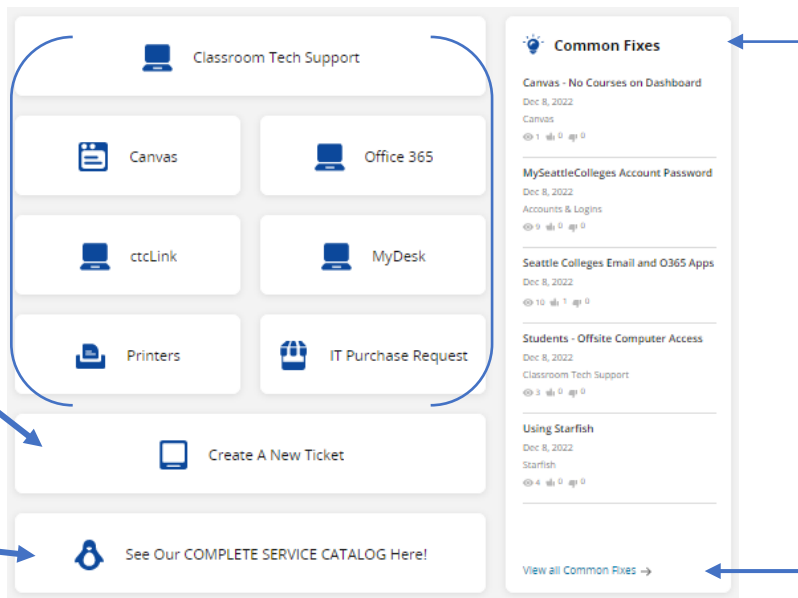
You may also find a quick fix to answer your questions immediately in Common Fixes.

Filling Out Your Service Request Form

(sample service request form)

- All asterisked ***** items are required information, you need to provide.
- Click on arrows ▼ to select from options in the drop-down list.
- Click the **Create** button to submit your service request.
- Help Desk will send you notification(s) to your school email letting you know your service request has been received and any instructions for you.

Classroom Tech

Category Classroom Tech

This form is to request technical support in a classroom or other onsite instructional setting.

Requester *****
Soho, Ruby

Priority
Medium

Due at
Select Date

CC

Site
Not Set

Department
IT Services

EMPLID (aka ctcLink ID) *****
Enter your EMPLID (ctcLink ID) here.

Campus Building Info *****
In what building is the problem occurring?

Computer ID Number *****
Please provide your computer's ID number.

Room and/or Office Number *****
Please enter your office info here.

Class Tech Support Needed *****
Not Set

Cancel   Create

Checking Your Service Request Tickets and Other Icon Button Options

Note - You can log into HelpDesk.seattlecolleges.edu anytime to check on your ticket(s).

➢ **Go to Service Portal Home Screen**

➢ **Check on Your Service Ticket Request(s)**
View your tickets, notifications and status and add additional comments or information.

➢ **Service Catalog**
Find services for submitting a ticket.

➢ **Knowledge Base**
View information on various topics that may help to answer your questions.

Close your browser to sign out.

For assistance, please contact the IT Help Desk - https://itservices.seattlecolleges.edu/it-help-desk

North 206.934.3630 ◆ Central 206.934.6333 ◆ South 206.934.5844 ◆ LiveChat line at https://direct.lc.chat/11900901/3

← SCAN to visit us
itservices.seattlecolleges.edu

ITHelp@seattlecolleges.edu

Doc applies to all campuses – 12/09/22