



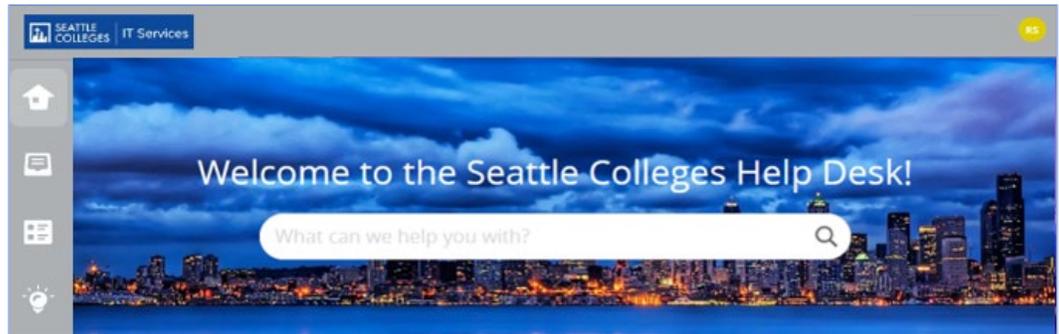
## To Create an IT Help Desk Ticket go to <https://helpdesk.seattlecolleges.edu>

- 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.

### The Help Desk Service Portal Home Screen opens at login.

- Clickable buttons lead to forms for specific tech support requests.
- Or click "Enter a New Ticket" for our generic request form.
- Don't see a button for the service you need? Click the Complete Service Catalog button.



### Ways to Create a Ticket

#### Choose a Service

Services provide users with a tailored form to fill out with the relevant information needed to best address your request. (Click a button from the categories group.)

You may also find a quick fix to answer your questions immediately in **Popular Solutions**. (see right pane)

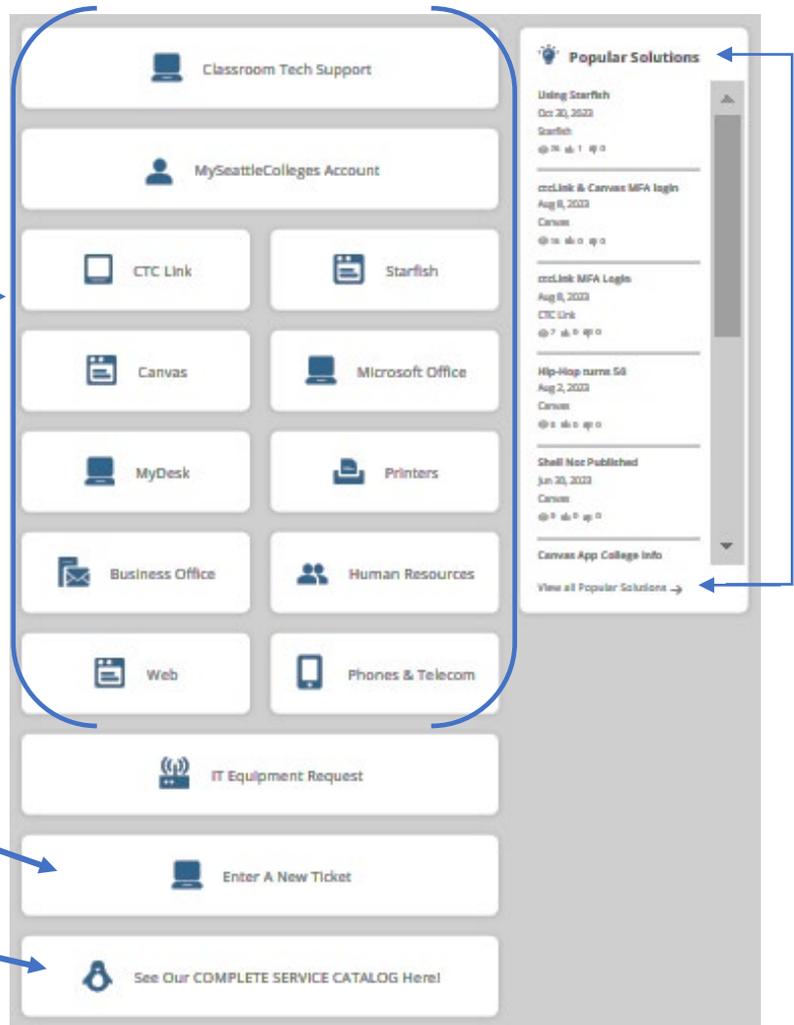
#### Enter a New Ticket Request

If your request is not listed above or in our 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.

Close your browser to sign out.



## Filling Out Your Service Request Form

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

(Sample service request form shown left)

The screenshot shows a web form titled "Classroom Tech" with a blue header. Below the title, it says "This form is to request technical support in a classroom or other onsite instructional setting." There are two icons (a house and a speech bubble) in the top left. The form fields include: "Requester\*" with a dropdown menu showing "Soho, Ruby"; "Priority" with a dropdown menu showing "Medium"; "Due at" with a date picker; "CC" with a text input field; "Site" with a dropdown menu showing "Not Set"; "Department" with a dropdown menu showing "IT Services"; "EMPLID (aka ctcLink ID)\*" with a text input field and a help icon; "Campus Building Info\*" with a text input field and a help icon; "Computer ID Number\*" with a text input field and a help icon; "Room and/or Office Number\*" with a text input field and a help icon; and "Class Tech Support Needed\*" with a dropdown menu showing "Not Set". At the bottom right, there are "Cancel" and "Create" buttons.

## Checking Your Service Request Tickets and Other Icon Button Options

Note - You can log into [HelpDesk.seattlecolleges.edu](https://helpdesk.seattlecolleges.edu) anytime to check on your ticket(s). Click the icons appearing top left of the HelpDesk screen for the following options. (Hover over the icons to display their names.)

-  > **HOME**  
- Go to Service Portal Home Screen
-  > **MY TICKETS** - 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.
-  > **ALL SOLUTIONS**  
- View information on various topics that may help to answer your questions.

For assistance contact the IT Help Desk - [ITHelp@seattlecolleges.edu](mailto:ITHelp@seattlecolleges.edu) More information at - <https://itservices.seattlecolleges.edu/it-help-desk>  
North 206.934.3630 ◆ Central 206.934.6333 ◆ South 206.934.5844 ◆ LiveChat line <https://direct.lc.chat/11900901/3>



← SCAN to visit us  
[itservices.seattlecolleges.edu](https://itservices.seattlecolleges.edu)

REQUEST help  
[helpdesk.seattlecolleges.edu](https://helpdesk.seattlecolleges.edu)

Doc applies to all campuses - 1/4/24