

# Web Help Desk

## Creating A New Request

1. Log in to Web Help Desk by using the icon on your desktop or by typing support.ccs.us:8085 in your Web browser.

2. Your user name will be the same as your domain/firstclass user name: first initial and last name. Your password will be the last four digits of your social security number.

NOTE: If you have trouble logging in or you have forgotten your password, you may choose the 'Forgot Password' button and the system will automatically reset and send you a new password.

3. Once you are in the system, choose a problem type using a series of drop-down menus. We have pre-loaded the system with several common problem types; however, as we use the system, we will update the problem types as necessary. Depending on which problem type you choose, a series of drop-down menus will appear. You must choose a problem type from each drop-down menu.

4. Once you've chosen your problem type, enter a subject in the 'Subject' field.

5. The next field, 'Problem Report' is a required field. Please describe your problem or request with as much detail as possible.

6. Based on your user name and log in, the 'Location' and 'Room' fields will automatically populate if you are assigned to a building or classroom. If you aren't assigned to a building or classroom or if the location you need help in is different, using the drop-down menus, please enter the correct location for your problem or request.

7. Once you've entered all pertinent information on the form, press the 'Save' button.

8. You will see a 'Thank You' message once your ticket is successfully submitted. This will contain your ticket number. You will also receive a confirmation email containing your ticket information and a link to check the progress of your ticket.

## Other Web Help Desk Features

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## History

If you go into the 'History' screen, you will be able to view your ticket history. You may search for a particular ticket using ticket numbers, status or problem type. To view a particular ticket, you may click on the ticket number. This will give you all the ticket information, including status, the technician and any notes pertaining to the progress of your problem or request.

## FAQs

There is also a FAQ section in Web Help Desk. The Technology Department will be updating these regularly based on the questions, problems and requests we receive. In the future, this will be a good reference point for your use.

## Profile

This section contains your account information. If your building or class assignment is incorrect or changes, it may be updated here.