

Shelton State Community College Information Technology Services

Changes to accessing the help desk

Beginning August 19th 2013 the ITS department will no longer take help desk request via telephone or email. Request for help desk assistance will be taken via the ITS issue tracking system. The following describes the steps student and staff must follow to access assistance from the helpdesk.

For Students:

- Access the college website www.sheltonstate.edu .
- Select Current Students.



- Under Computer & Web select Helpdesk link.

Computer & Web



[Online Student Account](#)
[Blackboard 9](#)
[Student Email FAQs](#)
[Helpdesk](#)

- Enter request/issue and click submit button.

Student Help Desk Online Request Support

Welcome to the Student Help Desk Online Request Support. Submit your request by completing the fields below. Your request will be handled in a timely manner.

Please Note: If you have forgotten your Secs Mail password, visit [Windows Link Help](#). From the Help Topics Menu, select "How can I reset my password?".

Name:*	<input type="text"/>
Student ID:*	<input type="text"/>
Email: (Optional)	<input type="text"/>
Phone:*	<input type="text"/> e.g. 253-996-9999
Subject:*	<input type="text"/>
System:*	<input type="text"/> <small>Please select the system that you are having problems with.</small>
Description:*	<p>Describe your help request here. Please provide detailed information that is relevant to your issue, including the exact text of any error messages, software versions/name etc.</p> <input type="text"/>
Attach File:	<input type="button" value="Browse..."/> <input type="button" value="Upload"/>

[*] fields are required

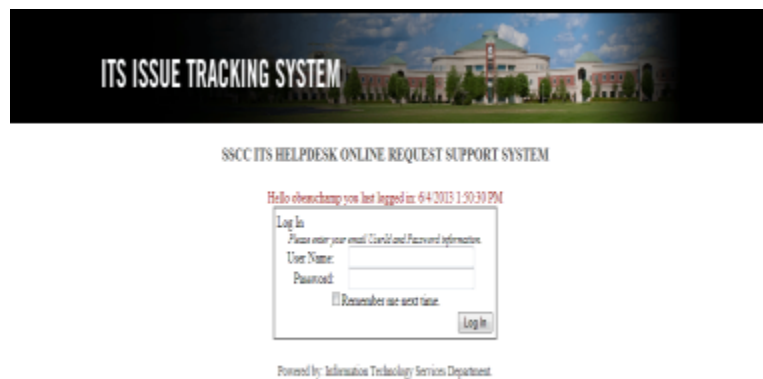
If an email is provided, a confirmation email will be sent to your email address after submitting your request.

Powered by Information Technology Services Department

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For Faculty and Staff:

- Access the intranet at <https://intranet.sheltonstate.edu>.
- On the right under resource links select the “Help Desk Online Request” link.
- If you have not already been authenticated to the helpdesk system you will be asked to logon. Enter the same username and password you use to log onto your computer and or access your email.



- Complete the form and click the submit button.

The screenshot shows the "HelpDesk Online Request Support" form. At the top, there is a banner with the text "ITS ISSUE TRACKING SYSTEM" and a background image of a building. Below the banner, the text "HelpDesk Online Request Support" is displayed. A welcome message reads: "Welcome to the Online Helpdesk Support. Submit your support requests here and we'll get to them in a timely manner as your request was received." The form fields are: "Customer Name:" (Beauchamp, William), "Department:" (dropdown menu), "Room:" (1724), "Phone:" (205-261-2318), "Email:" (ebeauchamp@sheltonstate.edu), and "Subject:" (empty). The "Description:" field contains the instruction: "Describe your help request here. Please provide as much specified detail information that is relevant to your issue, including the exact text of any error messages, computer location, printer name, software version/name, report name etc. Also, if your department is not defined, please select the unknown/Unrecorded and record your department in your message so we can add it to our list." Below the description field is a large text area. At the bottom, there is an "Attach File:" field with a "Browse..." button and "(Optional)". A "Submit Your Request" button is located at the bottom right. A confirmation message reads: "A confirmation email will be sent to your email address after submitting your request." Below this message are "Submit" and "Reset" buttons. At the bottom, it says "Powered by Information Technology Services Department".

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In either case you will receive an email stating that your issue has been entered into the helpdesk system and providing a link to access the issue and post additional information.

From: helpdesksupport@sheltonstate.edu
To: Beauchamp, William
Cc:
Subject: Test issue

SSCC ITS HelpDesk System

Your request has been received and will be processed in a timely manner. Thank you for your time and effort in this matter. Below is a description of your issue:

Issue Summary Details

Issue Ticket #: 50121
Subject: Test issue
Problem: This is a sample issue to get a sample email for documentation purposes.

Click on the link below to post a reply or check the status of your issue ticket:

[Post a reply to this ticket](#)

***** PLEASE DO NOT REPLY TO THE EMAIL ADDRESS ABOVE. THIS IS A SSCC HELPDESK AUTO-REPLY COURTESY EMAIL *****