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.
- Enter request/issue and click submit button.
For Faculty and Staff:

- Access the intranet at [https://intranet.sheltonstate.edu](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.
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.

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**

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**Issue Ticket #: 50121**

**Subject: Test issue**

**Problem:** This is a sample issue to get a sample email for documentation purposes.

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

Post a reply to this ticket

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