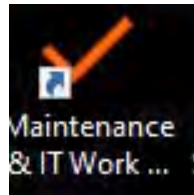


How to Submit a Ticket

- Go to the Check Mark Icon (Maintenance & IT work Request) on your Desktop OR got to the Sandhills Home Page and click on Faculty and Staff Link down at the bottom of the page, under the Information Technology Support section click on IT Work Request







LEARN • ENGAGE • BELONG

Sandhills Community College
3395 Airport Road,
Pinehurst, NC 28374

910.692.6185
800.338.3944

Resources
Accreditation
Web Accessibility
Consumer Information
Directory
Employment
For Faculty & Staff
Locations

Connect
   

(A red arrow points from the 'For Faculty & Staff' link in the Resources section to the right.)

Information Technology Services

ITS Schedule

O365 Email and Password Reset

IT Work Request

Printing on Campus

Office 365 ProPlus Suite (Home Use)

ONE DRIVE, SKYPE and DELVE

TimeClock

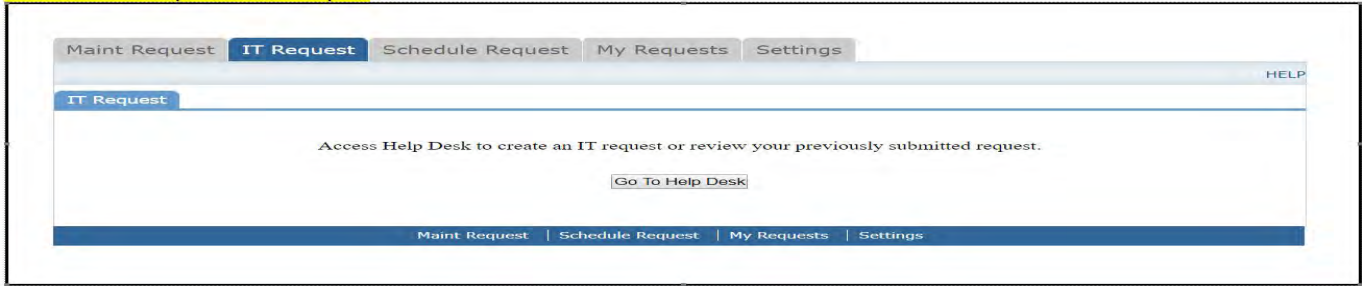
Telecommunications

- Enter your e-mail address and **password**.

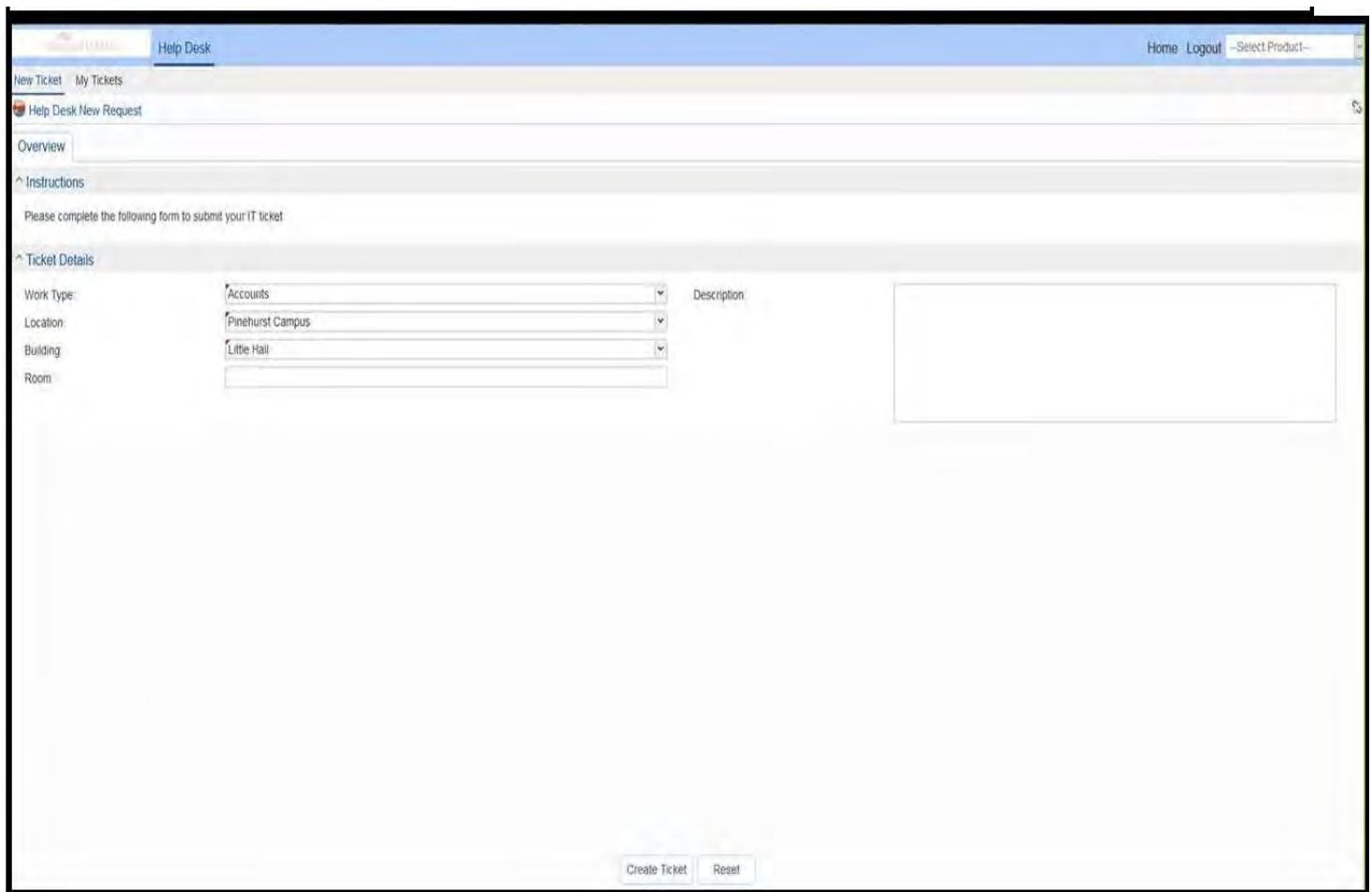
Sandhills Federation Service

Sign in with your organizational account

Click on the IT tab at the top and click on Go To Help Desk



- Once logged in, select the **IT Request** Tab.
- Click on the **Go To Help Desk** button.
- A tab will open with the **Home** tab in the Technology Essentials platform. On the left are your personal settings.



- Click on **Help Desk** in the top left of the screen.
- Click on **New Ticket** in the grey ribbon below Help Desk.
- Following any provided guidelines detailed in the Instructions section complete all required fields marked with a red line. Once all fields are complete click on **Create Ticket**.

If you are working from home or don't have the Check mark icon on your desktop:

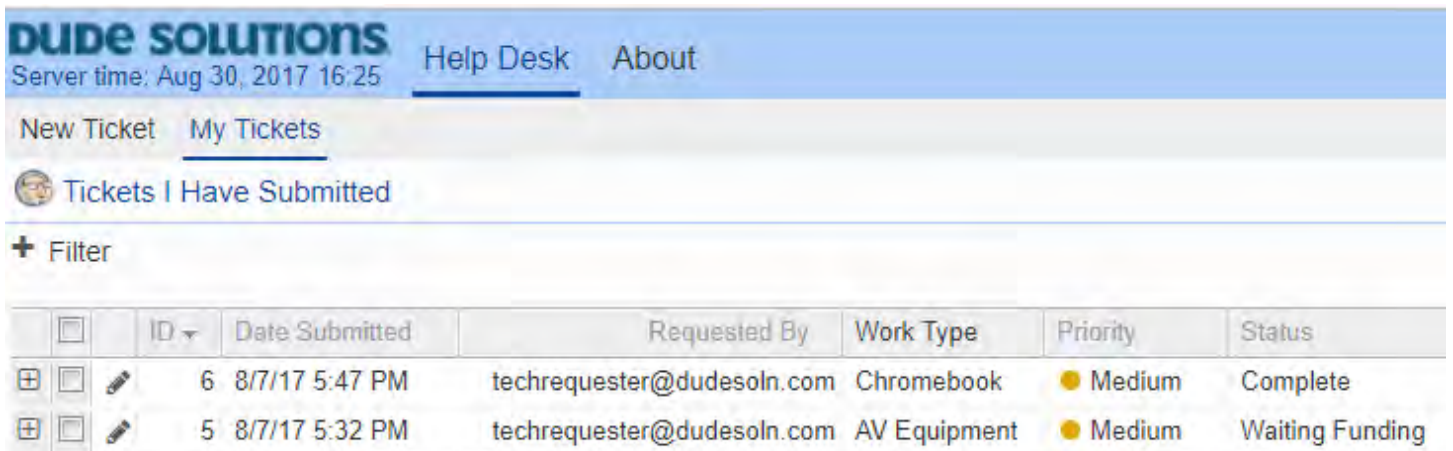
To create a shortcut to your desktop, find a blank area on this screen and right click on your mouse. You will have the option to create a shortcut or add to your favorites. Creating a shortcut will add an icon to your desktop. You can double click the icon next time you want to sign in.

How to View Submitted and Edit Tickets

- After the ticket is created click on the **My Tickets** tab located to the right of the New Ticket button on the grey bar.
- To edit created tickets click on the pencil icon to the left of the ticket ID.
- From this view you have the ability to *Cancel* or *Duplicate Ticket* located in the bottom & center of the screen.
 - Cancel Ticket: This will cancel the ticket and alert the assigned Technician.
 - Duplicate Ticket: This will create a copy of the ticket if you need to make multiple tickets with similar issues.

How to add an attachment to a ticket

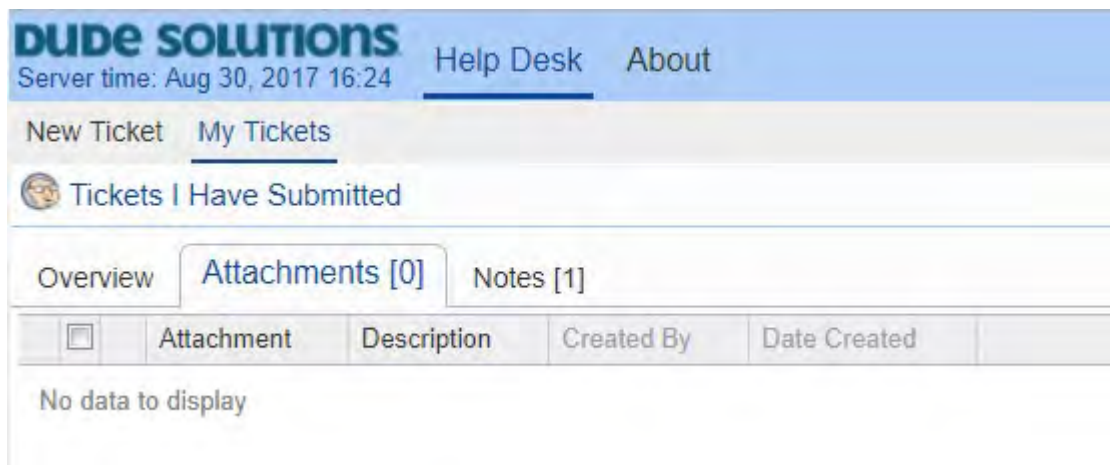
- In Help Desk, you have the ability to add jpeg and pdf files to tickets as attachments. (not to exceed 3 mb)
- From the **My Tickets** tab, click on the **Pencil Icon** next to the ticket where you want to add the attachment.



The screenshot shows the 'Dude Solutions' Help Desk interface. At the top, there is a navigation bar with 'Dude Solutions', 'Help Desk', and 'About'. Below this, there are tabs for 'New Ticket' and 'My Tickets'. A section titled 'Tickets I Have Submitted' contains a table of tickets. The table has columns for 'ID', 'Date Submitted', 'Requested By', 'Work Type', 'Priority', and 'Status'. Two tickets are listed: one with ID 6, dated 8/7/17 5:47 PM, requested by techrequester@dudesoln.com, work type Chromebook, priority Medium, and status Complete; and another with ID 5, dated 8/7/17 5:32 PM, requested by techrequester@dudesoln.com, work type AV Equipment, priority Medium, and status Waiting Funding. Each row has a pencil icon for editing.

| | ID | Date Submitted | Requested By | Work Type | Priority | Status |
|--|----|----------------|----------------------------|--------------|----------|-----------------|
| | 6 | 8/7/17 5:47 PM | techrequester@dudesoln.com | Chromebook | Medium | Complete |
| | 5 | 8/7/17 5:32 PM | techrequester@dudesoln.com | AV Equipment | Medium | Waiting Funding |

- On the ticket for select the **Attachments tab**.



The screenshot shows the 'Dude Solutions' Help Desk interface with the 'Attachments' tab selected. The navigation bar is the same as in the previous screenshot. Below the 'Tickets I Have Submitted' section, there are tabs for 'Overview', 'Attachments [0]', and 'Notes [1]'. The 'Attachments' tab is active, showing a table with columns for 'Attachment', 'Description', 'Created By', and 'Date Created'. The table is currently empty, displaying 'No data to display'.

| Attachment | Description | Created By | Date Created |
|--------------------|-------------|------------|--------------|
| No data to display | | | |

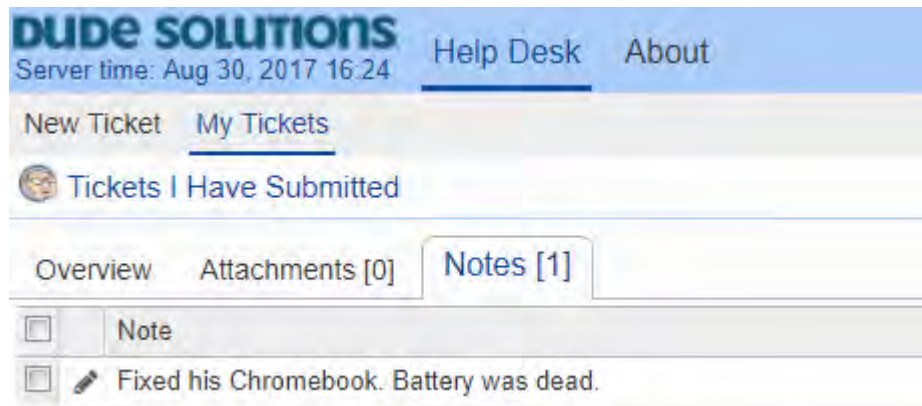
- From the attachments tab click on **New** located at the bottom and center of the page.
- Next click on the **Gear Icon** next to Attachment.



- Click **Browse**, navigate to your attachment, and click on the **Submit** button.
- After the file has been selected, provide a brief description for the attachment and click **Save** at the bottom of the screen.

[How to add a note to a ticket](#)

- Notes provide the ability for Technicians and Requesters to communicate and provide updates on the ticket.
- From the **My Tickets** tab, click on the **Pencil Icon** next to the ticket where you want to add the note.
- On the ticket for select the **Notes** tab.



- From the Notes tab click **New** at the bottom.
- Enter the note in the open text field and click **Save** at the bottom of the screen.