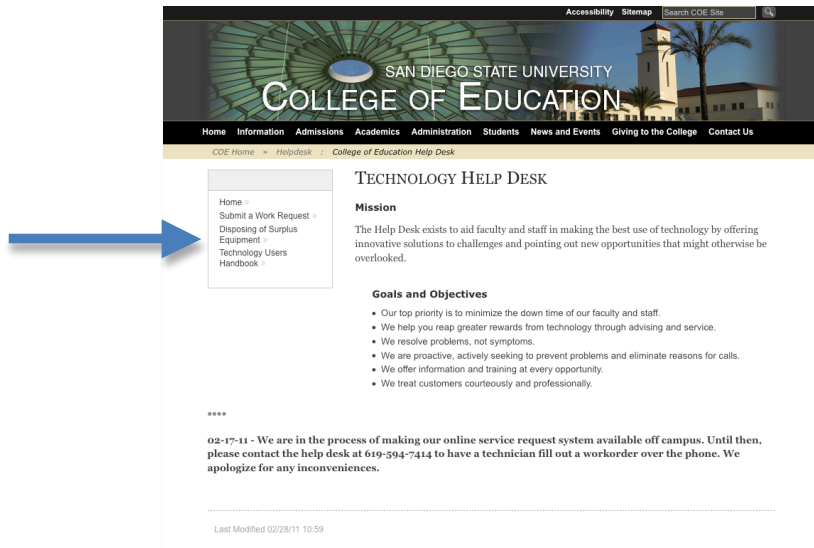


Submitting a work request

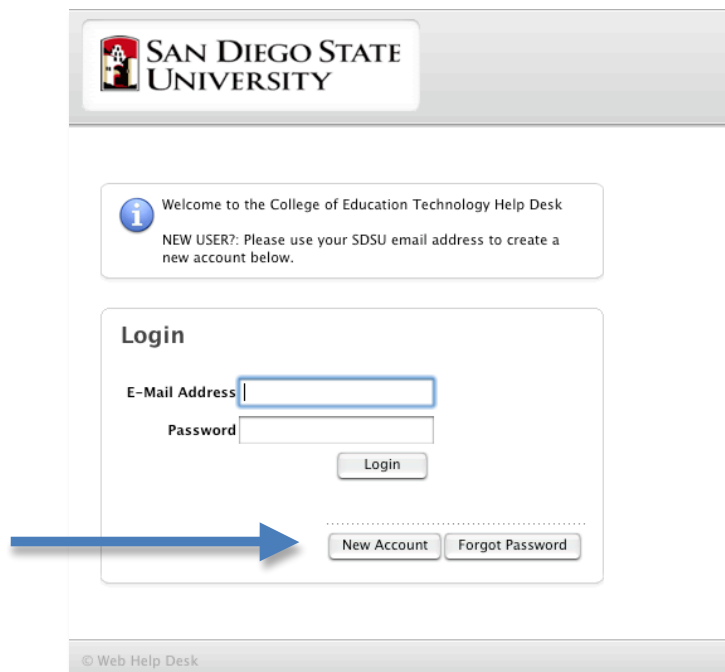
Creating a New Account	p.1
Creating and submitting a request ticket	p.2
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Adding a note or cancel a ticket	p.4

Creating a New account

- 1) Go to the Technology Help Desk page at <http://coe.sdsu.edu/helpdesk/> and select “Submit Work Request” From the menu box in the upper left corner



- 2) Click the “New Account” button at the bottom of the Login box



- 3) Complete the “New Account” form and click “Submit”

The screenshot shows the 'New Account' form on the San Diego State University website. The form is titled 'New Account' and contains the following fields: First Name*, Last Name*, E-Mail, Phone*, Department* (a dropdown menu), Room Number*, Password*, and Confirm Password*. At the bottom of the form are two buttons: 'Cancel' and 'Submit'. A blue arrow points to the 'Submit' button. The San Diego State University logo is in the top left corner, and '© Web Help Desk' is in the bottom left corner.

- 4) A confirmation link will be sent to your email address. Follow that link to complete the new account activation process

Create and submit a work ticket

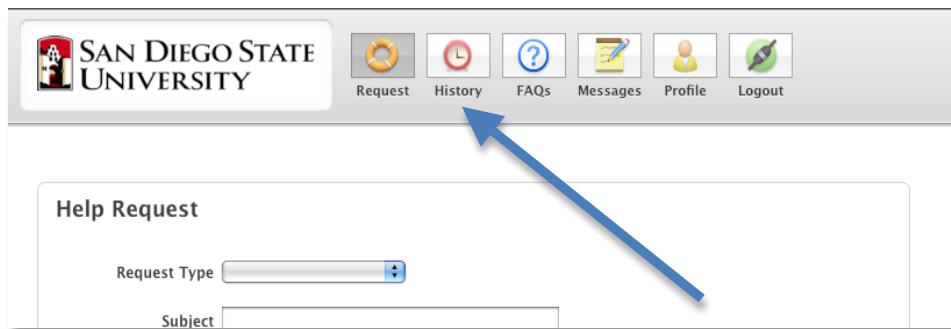
- 1) Go to the Technology Help Desk page at <http://coe.sdsu.edu/helpdesk/> and select “Submit Work Request” From the menu box in the upper left corner.
- 2) Login with your user name and password.
- 3) Fill out the required fields including request type, details, and Cc information.

The screenshot shows the 'Help Request' form on the San Diego State University website. The form is titled 'Help Request' and contains the following fields: Request Type (a dropdown menu with a list of options: Equipment Request, Instructional Support, Project Proposal, Tech Support), Subject, Request Detail (a text area), Carbon Copy (Cc) (a checkbox labeled 'Enabled'), and buttons for 'Cancel' and 'Save'. The San Diego State University logo is in the top left corner, and a navigation menu with icons for Request, History, FAQs, Messages, Profile, and Logout is in the top right corner.

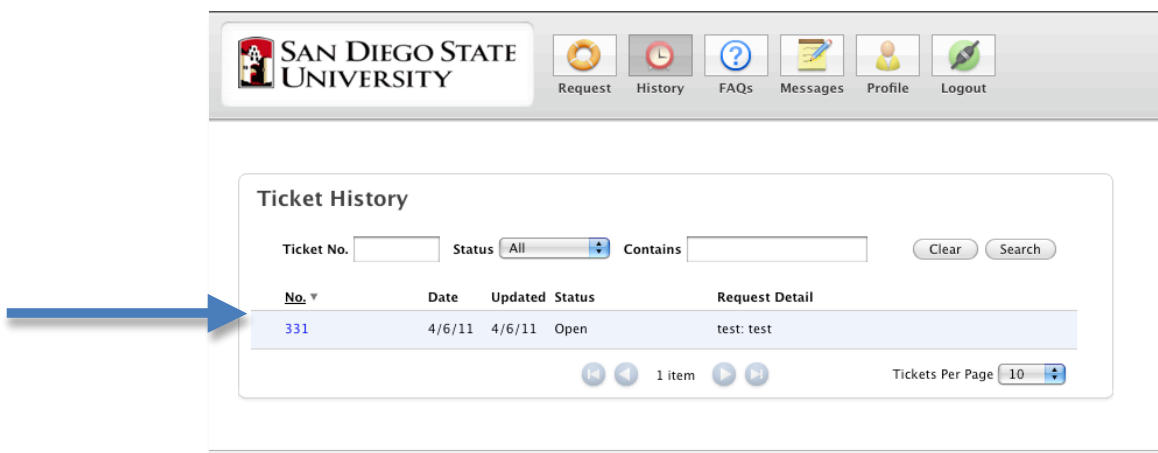
- 4) Click Save to submit your request and continue.
- 5) A Thank You screen will load showing your ticket confirmation number. A confirmation email will also be sent to your stored email address

Look-up a request ticket's history

- 1) Go to the Technology Help Desk page at <http://coe.sdsu.edu/helpdesk/> and select "Submit Work Request" From the menu box in the upper left corner.
- 2) Login with your user name and password.
- 3) Select the button labeled "History" located in the menu at the top of your screen



- 4) Locate your ticket by using the available search fields, or click on it directly in the list generated list



- 5) After clicking the link to your ticket, you will be able to see the information available for that request including current status, assigned technician, and any additional notes

The screenshot displays the 'Ticket 331' page in the San Diego State University helpdesk system. At the top, there is a navigation bar with the university logo and icons for Request, History, FAQs, Messages, Profile, and Logout. The main content area shows the following details for Ticket 331:

- Report Date: 4/6/11 5:08 pm
- Status: Open
- Department: EDTEC
- Request Type: Instructional Support • Software Support
- Subject: test
- Request Detail: test
- Tech: Andrea Saltzman
- Application*: Survey Monkey, Blackboard, Turn it in, eSupervision, Wimba, Respondus, Task Stream, My Writing Lab, Other (List in details)

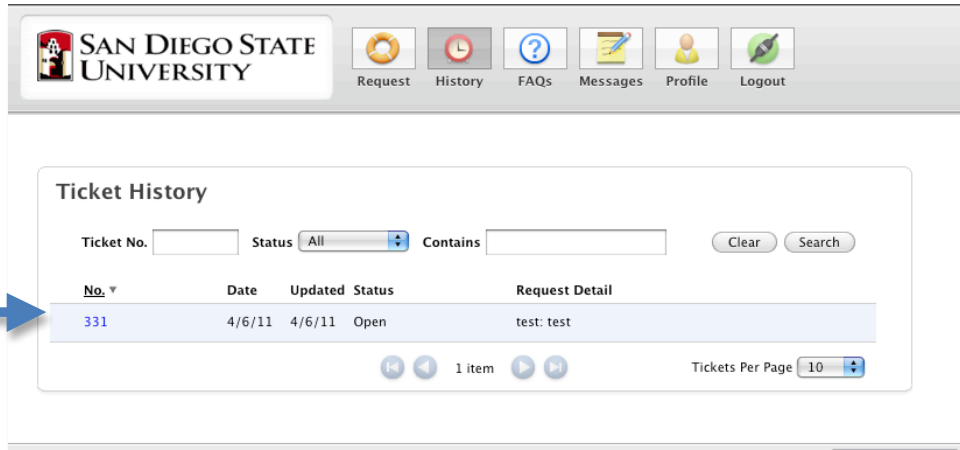
Below the application list is a 'Notes' section with a table with columns for Date, Name, and Note Text, and an 'Add Note' button. At the bottom, there is a 'Carbon Copy (Cc):' field, an 'Enabled' checkbox, and 'Cancel' and 'Save' buttons.

Add a note to a ticket or cancel a request

- 1) Go to the Technology Help Desk page at <http://coe.sdsu.edu/helpdesk/> and select "Submit Work Request" From the menu box in the upper left corner.
- 2) Login with your user name and password.
- 3) Select the button labeled "History" located in the menu at the top of your screen

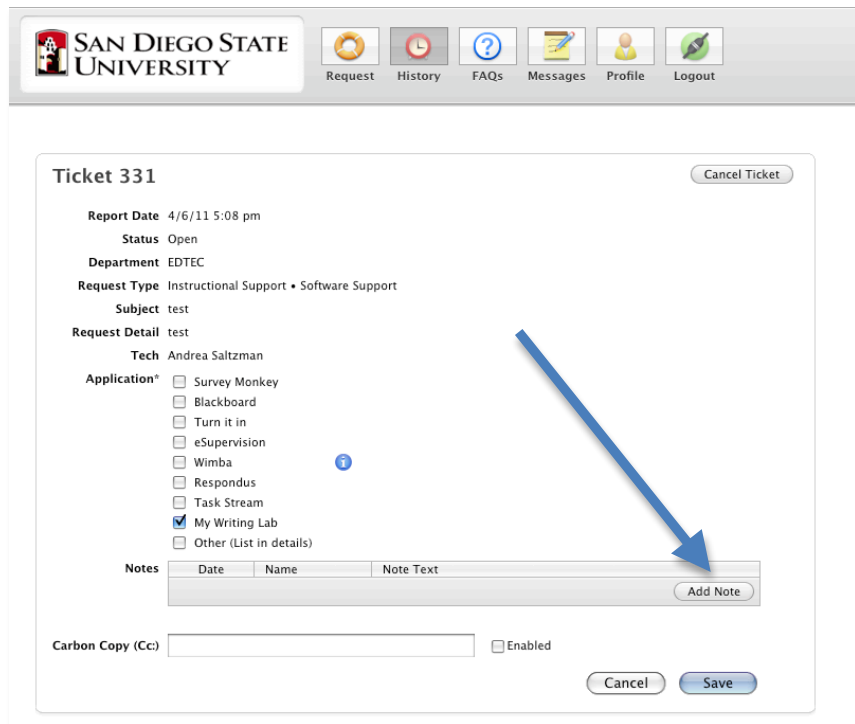
The screenshot shows the top navigation bar of the San Diego State University helpdesk system. The 'History' button, which features a clock icon, is highlighted with a blue arrow. Below the navigation bar, the 'Help Request' form is visible, showing a 'Request Type' dropdown menu and a 'Subject' text input field.

- 4) Locate your ticket by using the available search fields, or click on it directly in the list generated list

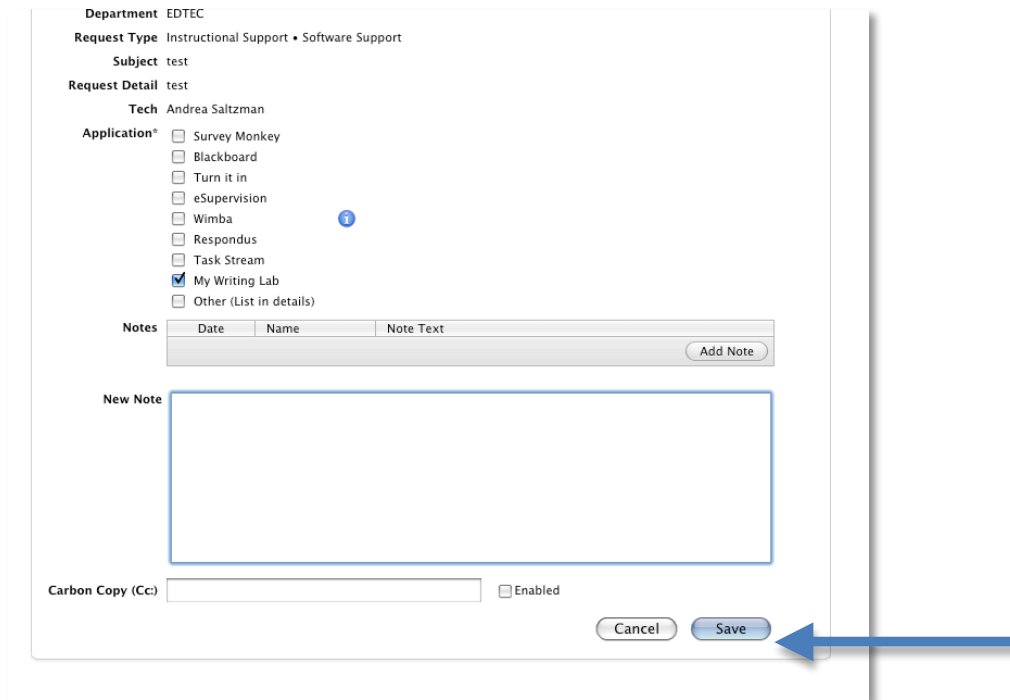


- **IF YOU WOULD LIKE TO ADD A NOTE TO YOUR REQUEST, CONTINUE TO STEP 5**
- **IF YOU WOULD LIKE TO CANCEL YOUR REQUEST, SKIP TO STEP 7**

- 5) After clicking the link to your ticket, you will see an Add Note button near the bottom right hand corner of your screen. Click this button



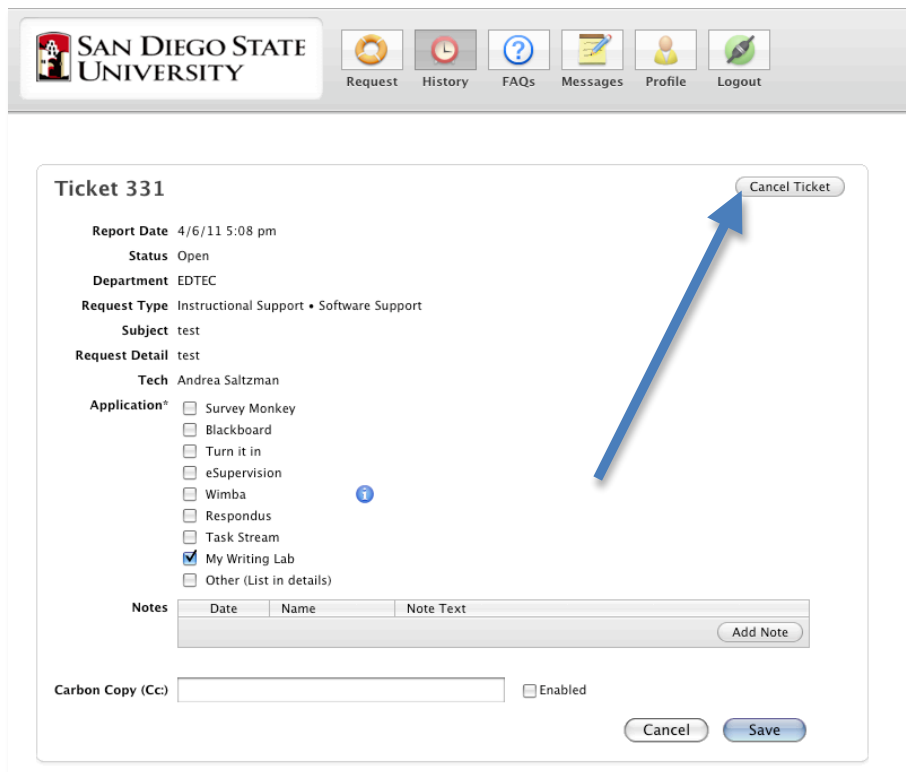
- 6) The Note Field will activate and you will have the ability to add additional comments or instructions to your request. When you are finished, click the Save button in the lower right hand corner. Your request will automatically be updated.



The screenshot shows a request form with the following fields and options:

- Department: EDTEC
- Request Type: Instructional Support • Software Support
- Subject: test
- Request Detail: test
- Tech: Andrea Saltzman
- Application*:
 - Survey Monkey
 - Blackboard
 - Turn it in
 - eSupervision
 - Wimba
 - Respondus
 - Task Stream
 - My Writing Lab
 - Other (List in details)
- Notes: A table with columns for Date, Name, and Note Text, and an Add Note button.
- New Note: A large text input area.
- Carbon Copy (Cc): A text input field and an Enabled checkbox.
- Buttons: Cancel and Save. A blue arrow points to the Save button.

- 7) After selecting the link to your ticket, a page will load with all the available information about your request. In the upper right hand corner will be a button labeled Cancel Ticket. Select this button to cancel your request.



The screenshot shows a ticket page for Ticket 331 with the following information:

- Report Date: 4/6/11 5:08 pm
- Status: Open
- Department: EDTEC
- Request Type: Instructional Support • Software Support
- Subject: test
- Request Detail: test
- Tech: Andrea Saltzman
- Application*:
 - Survey Monkey
 - Blackboard
 - Turn it in
 - eSupervision
 - Wimba
 - Respondus
 - Task Stream
 - My Writing Lab
 - Other (List in details)
- Notes: A table with columns for Date, Name, and Note Text, and an Add Note button.
- Carbon Copy (Cc): A text input field and an Enabled checkbox.
- Buttons: Cancel and Save.
- Cancel Ticket: A button in the upper right corner, indicated by a blue arrow.

8) After clicking the Cancel Ticket button, you will see the following confirmation screen

A cancellation email will be sent to both you and the assigned technician.

The screenshot displays the San Diego State University ticketing interface. At the top, the university logo is on the left, and navigation icons for Request, History, FAQs, Messages, Profile, and Logout are on the right. A notification box at the top left contains the message "Ticket 331 has been canceled." with an information icon and a close button. Below this is the "Ticket History" section, which includes search filters for Ticket No., Status (set to All), and Contains, along with Clear and Search buttons. A table lists the ticket history with columns for No., Date, Updated, Status, and Request Detail. The table contains one entry for ticket 331, which is cancelled as of 4/6/11. The interface also shows "1 item" and "Tickets Per Page 10" at the bottom.

No. ▼	Date	Updated	Status	Request Detail
331	4/6/11	4/6/11	Cancelled	test: test