Submitting a work request

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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”

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.
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 clinking 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.

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

![Ticket History](image)

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

![Ticket 331](image)
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.

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.
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.