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**Creating an Online Ticket**

***Connect to the Help Desk homepage via*** <https://webhelpdesk.rsccd.edu/helpdesk/WebObjects/Helpdesk.woa>

1. Sign in using your **Network** (WebAdvisor) **login ID and password**



1. Select **New Ticket**



1. Enter your **First or Last** name into the designated area.



1. After you hit the **Search** button and select your name.
2. Verify your information is correct and select the **Ticket Details** tab.
3. Use the pull down menu to submit the **Request Type**. Depending on your request there will be a second pull down menu to help us narrow down the issue.



1. After the Request Type is entered, please explain the issues you are experiencing in as much detail as possible. Also, if you are able to take a screenshot of any errors you receive you can add a file.
2. After you finished entering in the details then click **Save & E-Mail** and it will be assigned to a technician by Help Desk.



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