


Creating an Online Ticket

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

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

 Welcome to the RSCCD ITS Help Desk




Log In

User Name

Password

Remember me

2. Select **New Ticket**

 **New Ticket**  Show Filter 

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

Client Lookup	
First Name <input type="text"/>	Last Name <input type="text"/>

4. After you hit the **Search** button and select your name.

Search Results			
Client Name	E-Mail	Phone	Location
Jim Smith	Smith_Jim@rsccd.edu	(714) 480-7430	DO - RSCCD District Office
Daria Smith	Smith_Daria@sac.edu		SAC - Santa Ana College
Elizabeth Smith	Smith_Elizabeth@sac.edu		SAC - Santa Ana College
Harold Smith	Smith_Harold@sac.edu		SAC - Santa Ana College
Timothy Smith	Smith_Timothy@sac.edu		SAC - Santa Ana College
Samuel Smith	Smith_Samuel@sac.edu		SAC - Santa Ana College
Kaye Smith	Smith_Kaye@sac.edu	(714) 564-6903	SAC - Santa Ana College
Audrey Smith	Smith_Audrey@sac.edu		SAC - Santa Ana College
Kim Smith	Smith_Kim@sac.edu	(714) 564-6770	SAC - Santa Ana College

5. Verify your information is correct and select the **Ticket Details** tab.

The screenshot shows a software interface with three tabs: "Client Info", "Asset Info", and "Ticket Details". The "Ticket Details" tab is selected and highlighted with a red box. Below the tabs, there are two main sections: "Assigned Client" and "Ticket History".

Assigned Client

Name	Samuel Smith
E-Mail	Smith_Samuel@sac.edu
User Name	as03096
Location	SAC - Santa Ana College
Room	SAC A-117
Department	ITS

Unassign Client

Ticket History

Status: [dropdown] Include Closed:

No.	Date	Status	Request Detail
0 items			

Quick Ticket [dropdown] [play] [edit] [plus] [info] Cancel

6. 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.

Request Type

Request Detail

Attachments

Notes

Date

- 01-Account or system access
- 02-Software
- 03-Computer hardware
- 04-Phone or voicemail
- 05-Printer, copier, scanner, or fax
- 06-Multimedia (projectors)
- 07-Networking
- 08-Website (SharePoint)
- 09-Other request
- Bulk Action
- District Applications Support Team
- Help Desk
- SAC Team
- SCC Team
- Web Development Team

7. 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.

Request Detail

Attachments

Add File

8. After you finished entering in the details then click **Save & E-Mail** and it will be assigned to a technician by Help Desk.

Cancel

Save

Save & E-Mail