



Requesting Service via the HelpDesk:

STAFF AND CORE FACULTY

The eHelpdesk is for:

- Submitting requests for service or information
- Checking the status of a submitted request
- Closing a resolved request
- Requesting temporary desktops and laptops for employees/work studies

The eHelpdesk is NOT for:

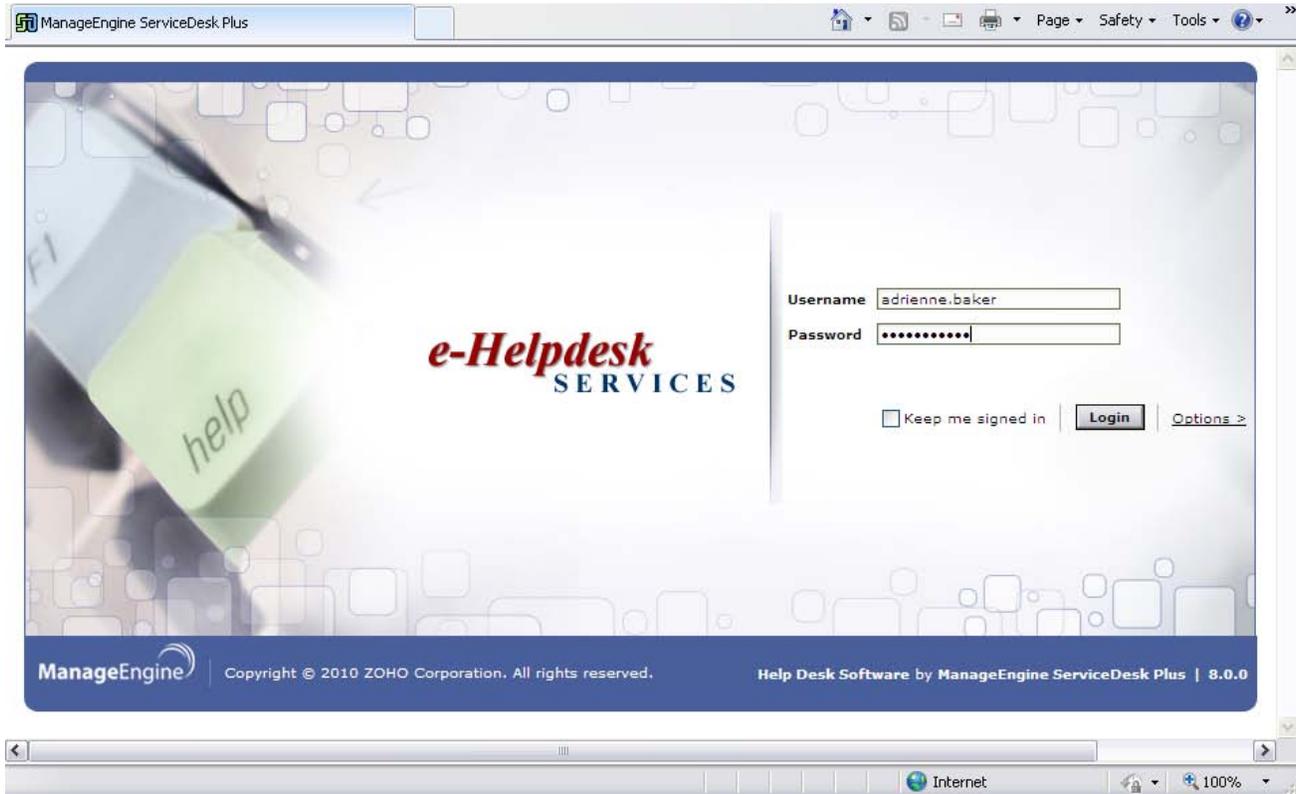
- Requesting desktops and laptops for events. **Technology for meetings and classes is requested via the AV Request System.**

1. Navigate to <http://helpdesk.cambridgecollege.edu>

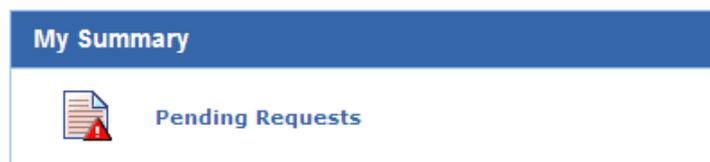


2. Enter your username and password on the login page.

PLEASE NOTE: For Staff and Core Faculty, HelpDesk login credentials are identical to your current OWA (Exchange) login credentials.



3. In the upper left hand corner of the web page, click on the button titled **New Incident**.



4. Select the correct **Category** from the dropdown. Enter a **Subject** and **Description** of your incident.
5. If the fields do not automatically fill, enter the phone number where you can be reached in the Home Phone, Cell Phone, or Alternative Email columns.

Requests > **New Incident** Change Template
Default Request

New Incident

Status: Open

Mode * Web Form

Priority: -- Select Priority --

Level: -- Select Level --

Group: -- Select Group --

Technician: -- Select Technician --

Requester Details

Name * Baker, Adrienne

Contact number: X1174

Job Title: IT Office Manager

Asset: CNK0170X51

Department: Information Technology

Site: 251

Category * Email - Outlook Client

Subcategory: -- Select Subcategory --

Item: -- Select Item --

Location: -- Select Location: --

Home Phone:

Cell Phone: 123.456.7890

Student/Faculty/Staff ID:

Prefer mode of contact: Email

Alternative Email:

Subject * Calendar not sending invitations

Description

When I create a calendar invite and send to guests, they are not receiving my invitations.

6. (optional) If there are any relevant files to your request (e-mails or screenshots) click **Attach File** to add an attachment.

Attachments :

7. (optional) If you would like others notified of the existence of this ticket, such as a manager or other superior, enter their e-mail address in the **E-mail IDs To Notify** field, found underneath the description field.

E-mail Id(s) To Notify 

Attachments :

8. Scroll to the bottom of the page. Click the **Add Request** button.

You will be sent a confirmation e-mail attesting to receipt of your request and a Ticket Number.

Contacting the HelpDesk:

CONTACTING US AFTER A REQUEST IS CREATED

1. On the Home page click on the Pending Requests link to see Requests currently being serviced.

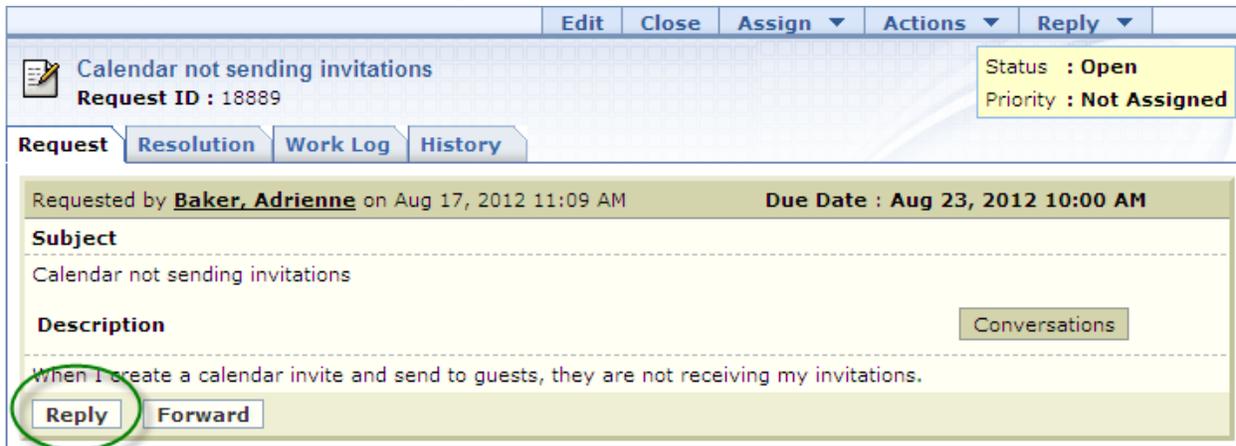


My Summary		
	Pending Requests	1
	Requests On Hold	0
	Requests Overdue	0
	Completed Requests	16
	All Requests	17

2. Select your ticket.

<input type="checkbox"/>	ID	Subject	Requester Name	Assigned To	Group	Due
<input type="checkbox"/>	18888	test	Baker, Adrienne	Unassigned	-	Aug

3. Click the **Reply** button to send a message to our HelpDesk technicians.



Edit Close Assign Actions Reply

Calendar not sending invitations
 Request ID : 18889

Status : Open
 Priority : Not Assigned

Request Resolution Work Log History

Requested by **Baker, Adrienne** on Aug 17, 2012 11:09 AM Due Date : Aug 23, 2012 10:00 AM

Subject
 Calendar not sending invitations

Description
Conversations

When I create a calendar invite and send to guests, they are not receiving my invitations.

4. Add your message in the response window that appears.

http://helpdesk.cambridgecollege.edu/?notifyModule=Request&mode=E-Mail&id=1263¬...

Reply [Close]

* Subject Re: [Request ID :##1263##] : tutorial

Description

Thank you for your ticket inquiry.

The HelpDesk does not accept incoming messages. In order to respond to this message, please log into the HelpDesk at the link below and select "Reply" underneath the description of your ticket.

Request Link: <http://helpdesk.cambridgecollege.edu/WorkOrder.do?woMode=viewWO&woID=1263>

If you would prefer to speak with a technician by phone, please call 617.873.0159 with

Attachments : **Attach file** **Add** **Cancel**

5. Attach any relevant files.

6. Click the **Add** button.



*You may also contact the Support Center by calling 617.873.0159 or 800.877.4723 X1159.
The Support Center is available 24 hours a day.*

*The Support Center will attempt to connect you with a member of the Cambridge College IT
Team during the following hours:*

*M – F 9am – 10pm
Saturday 9am – 5pm
Sunday 12pm – 5pm*