Requesting Service via the eHelpdesk:

**STUDENTS**

The eHelpdesk is for:

- Submitting requests for service or information
- Checking the status of a submitted request
- Closing a resolved request

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

2. Enter your log in credentials on the Login Page.
   
eHelpdesk login credentials are:

   **USERNAME:** firstname.lastname
   **PASSWORD:** Network Password (If you are logging in for the first time, it will be your student ID)
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 or email address where you can be reached in the Home Phone, Cell Phone, or Alternative Email columns.
6. **(Optional)** If there are any relevant files to your request (e-mails or screenshots) click **Attach File** to add an attachment.

7. **(Optional)** If you would like others notified of the existence of this ticket, enter their e-mail address in the **E-mail IDs To Notify** field, found underneath the description field.

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

You will be sent a confirmation e-mail to your “GO” email account attesting to receipt of your request and a Ticket Number.
Contacting the eHelpdesk:

CONTACTING IT AFTER A REQUEST IS CREATED

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

2. Select your ticket.

3. Click the Reply button to send a message to our eHelpdesk technicians.
4. Add your message in the response window that appears.

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.