

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)



e-Helpdesk
SERVICES

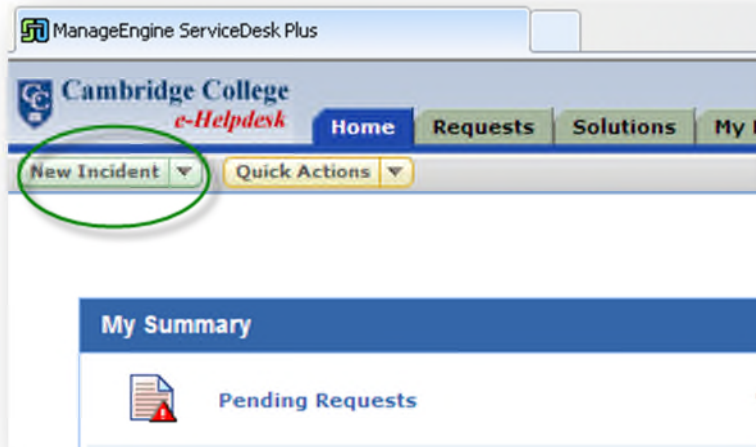
Username

Password

Keep me signed in | **Login** | [Options >](#)

ManageEngine | Copyright © 2010 ZOHO Corporation. All rights reserved. | Help Desk Software by ManageEngine ServiceDesk Plus | 8.0.0

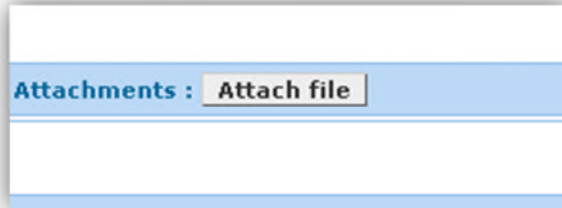
3. In the upper left hand corner of the web page, click on the button titled **New Incident**.



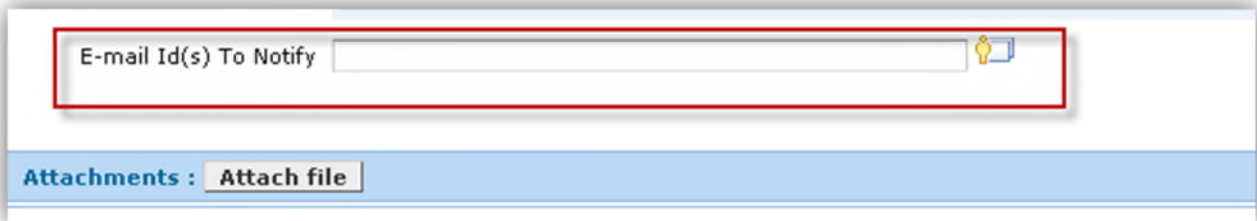
4. Select the correct **Category** from the dropdown. Enter a **Subject** and **Description** of your incident.
5. If the fields do not automatically fill, enter the phone number or email address where you can be reached in the Home Phone, Cell Phone, or Alternative Email columns.

A screenshot of the 'New Incident' form in the ManageEngine ServiceDesk Plus interface. The form is titled 'New Incident' and includes a 'Change Template' dropdown set to 'Default Request'. Fields for 'Priority', 'Group', 'Status' (set to 'Open'), 'Mode' (set to 'Web Form'), 'Level', and 'Technician' are visible. The 'Requester Details' section includes fields for 'Name' (Baker, Adrienne), 'Contact number' (X1174), 'Job Title' (IT Office Manager), 'Asset' (CNK0170X51), and 'Department' (Information Technology). The 'Category' dropdown is set to 'Email - Outlook Client'. The 'Subject' field contains 'Calendar not sending invitations'. The 'Description' field contains the text: 'When I create a calendar invite and send to guests, they are not receiving my invitations.' Several dropdown menus and the 'Subject' and 'Description' fields are highlighted with red boxes.

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.

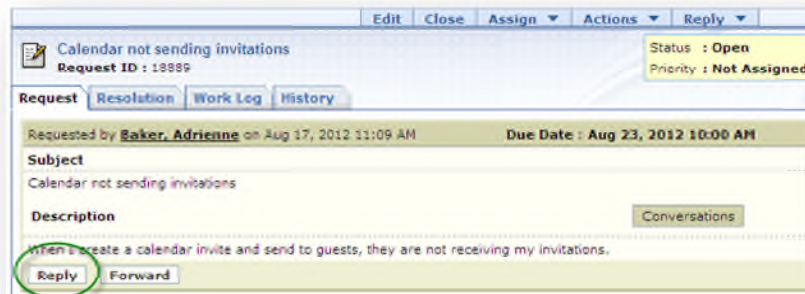


2. Select your ticket.

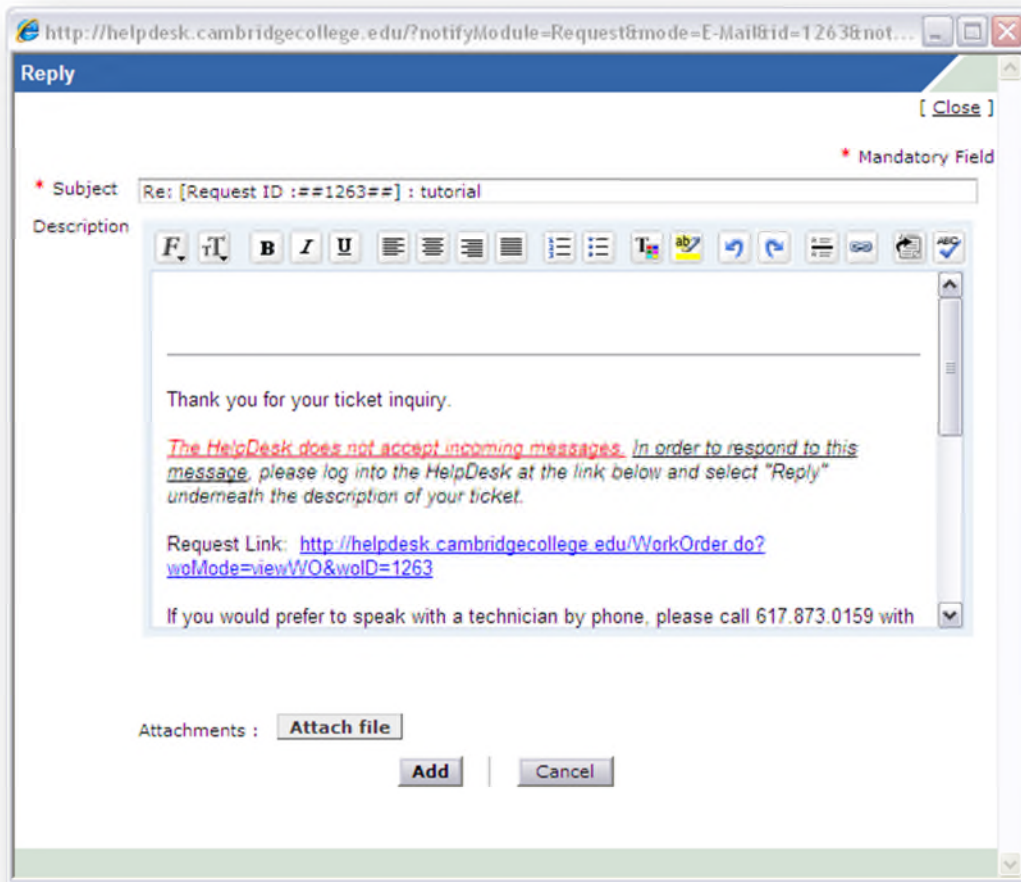
ID	Subject	Requester Name	Assigned To	Group	Due
18888	test	Baker, Adrienne	Unassigned	-	Aug

The 'test' subject is circled in red.

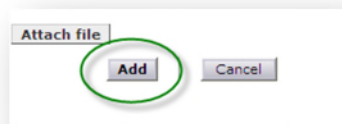
3. Click the **Reply** button to send a message to our eHelpdesk technicians.



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.