Requesting Service via the eHelpdesk:
ADJUNCT AND SENIOR 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 log in credentials on the Login Page.
   PLEASE NOTE: **For Adjunct Faculty**, eHelpdesk login credentials are:

   USERNAME: firstname.lastname
   PASSWORD: Faculty ID Number

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.

Attachments : Attach file

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 : Attach file

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

Add request   Reset   Cancel

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

Contacting the eHelpdesk:

CONTACTING US AFTER A REQUEST IS CREATED

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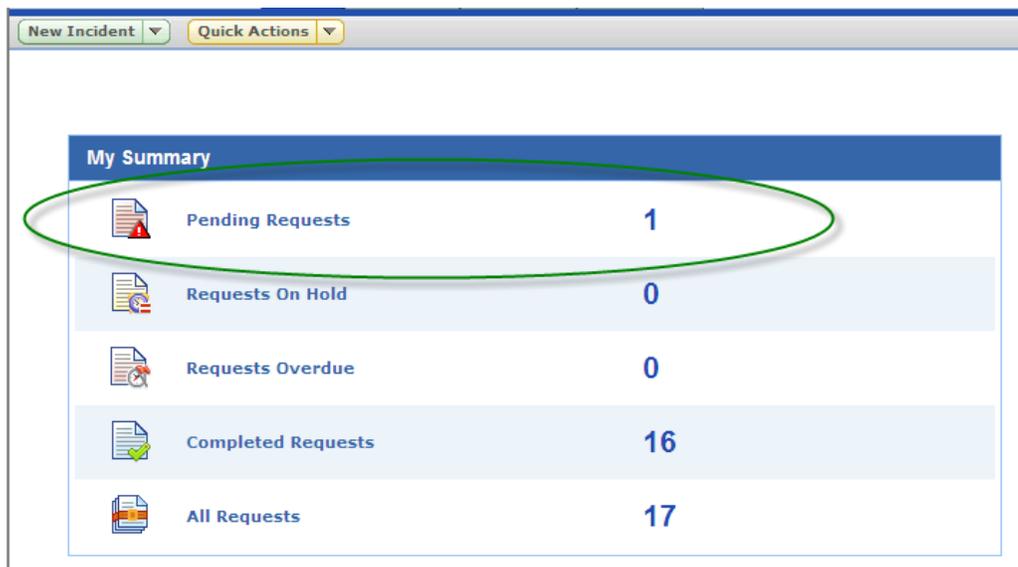
2. Select your ticket.

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.

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