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](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.
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 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.

![Pending Requests screenshot]

2. Select your ticket.

![Requests table screenshot]

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

![Request details screenshot]
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