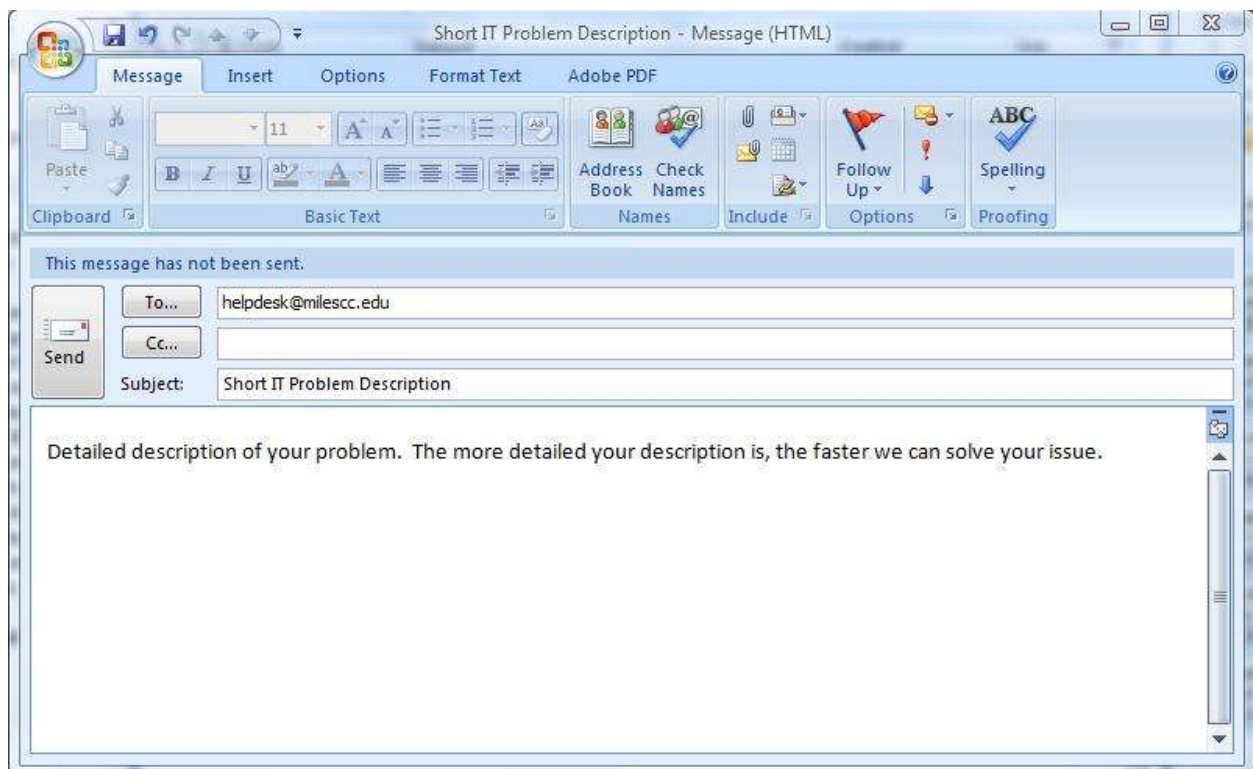


How-to: Submit an IT Help Desk Request

The IT Help Desk is intended for technology requests and issues only. If you have any other type of request, please contact the person in charge of that department by phone or email.

There are two ways to that you can submit a request to the IT Department:

The first is by sending an email to HelpDesk@milescc.edu. In the subject line please write a **short** description of the problem you are having. If the description in the subject is too long we will not see everything you wrote, so please do not use this area to write the full length description of your problem. In the body of your email please write out a detailed description of the problem you are having. Please include any errors or error codes that may have appeared. The more detailed your description is, the faster we can solve your issue. If you need to send us a document, our help desk does allow attachments. You can send them just as you would any other attachment on a regular email.



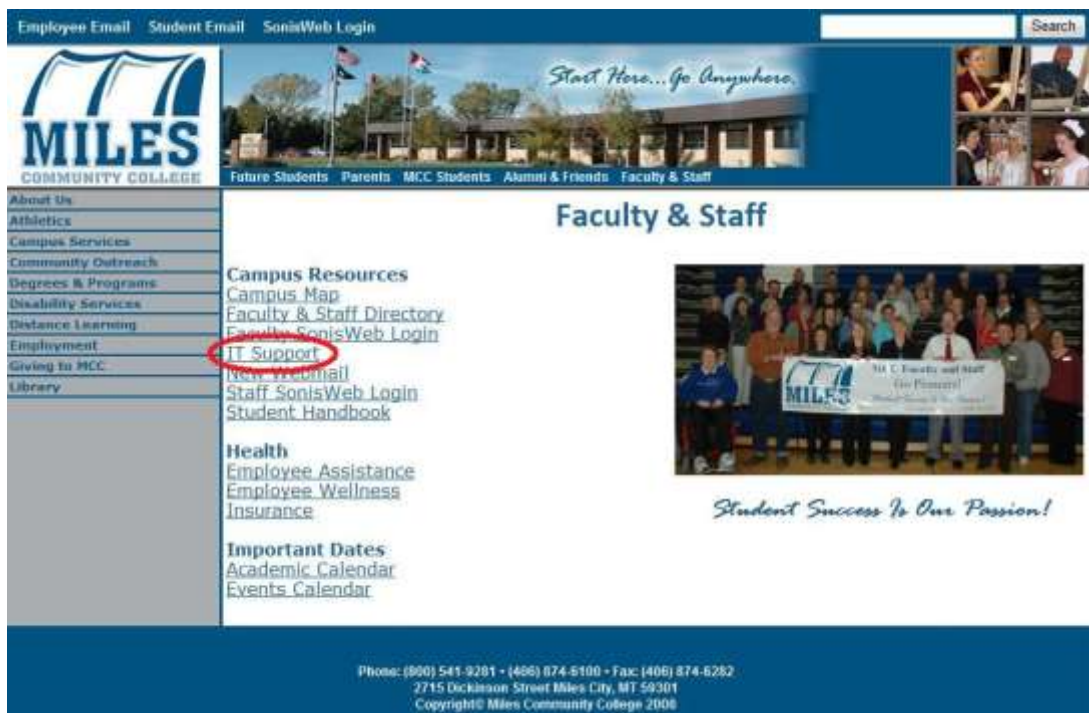
Once you have filled out and sent your request it will be received by the IT Department and assigned to the appropriate IT personnel. You will receive an email from our help desk when your request is received. You may reply back to this email to ask us a question or give us more information pertaining to that request. Please do not reply back to one request with a new request. When the assigned IT personnel updates your request with any information pertaining to your request you will automatically receive an email with that updated information. When the request has been closed by the technician, you will receive an email that your request has been finished.

Remember: Send a new help desk request for each new IT request?

The second way to submit a request is by visiting our website at <http://www.milesc.edu>. Click on the link that says Faculty & Staff at the new MCC website. The link is displayed and circled red in the picture below.



Click on the IT Support link on the Faculty & Staff page displayed in the picture below.



Click the IT Help Desk link pictured below. This will take you to the help desk login page.



When you arrive at the Welcome screen, please login using the same username and password that you use to login to your computer and email.

Miles Community College

Welcome to the IT Help Desk

 **Do NOT click on "Close Request":** When you enter a new request click the "Submit" button and close the window. If you click the "Close Request" the request is closed and the IT staff will not see the request because we monitor new and open requests.

To begin, please enter your Windows username

Username:

Password:

Other information

[View your closed help requests](#)

1. After logging in you are able to view open help desk requests that you have created.
2. Click on any of the requests that are open. Comments that either you or the IT Department have recorded will be displayed. This allows you to track the IT Department's progress in completing your request.
3. If you have questions or any further comments, type them here
4. Press Submit or if you have a file that needs to be attached, click Attach File and then submit. If you click Close Request the request will be closed and the IT Department will not be able to see your request.

Your existing help requests

The following help requests are currently open and being worked on. New comments are shown with an orange dot (●), if a request has been solved or you want to remove it, click the "Close this Request" button.

ID	Date Opened	Summary
1. 1656	07/01/08	Move H: to File2
1606	06/24/08	Setup Exchange 2007

Comments:

2. 07/01/08 you said: Move the H: drive and all of its contents from www to File2.

07/01/08 Brett Bratland (IT) said: Assigned to Brett Bratland

07/01/08 Brett Bratland (IT) said: Created a new OU called Employee1 and I will use it to move a test user and see if their documents are moved to File2 from WWW using GPOs. 1 hour.

Add Comment:

3.

4.

Other information

[View your closed help requests](#) 5.

Create a new help request

6. [Click here to create a new help request](#)

5. If you would like to view a closed request, you may click on "View your closed help requests." This will display closed requests much like the current requests view.
6. To create a new request click on "Click here to create a new help request." A new screen will appear like the one below. In the Summary box, please write a short description. If the description in the summary is too long we will not see everything you wrote, so please do not use this area to write the full length description of your problem. In the Description box write out a detailed description of the problem you are having. Please include any errors or error codes that may have appeared. The more detailed your description is, the faster your issue will be solved. You can also attach files to any request, just as described in the Comment section above.

Create a new help request

To create a new help request, please fill in the summary and the description below, then click "Submit".

From: BratlandB@milescc.edu, not you?

Summary:

Description:

When you are finished typing your description, press the Submit button to send your request to the IT Department. Once you have pressed Submit your request will be received by the IT Department and the appropriate IT Personnel will be assigned to your request.