Create a Ticket in Help Desk

1. Go to Help Desk by entering url, **HelpDesk.seattlecolleges.edu**

For first time HelpDesk login you'll receive the MyApps/Okta sign in portal. Sign in with your MySeattleColleges credentials & <u>set your security options</u> in the next window. Click Create My Account. HelpDesk will open.

If your MyApps/Okta account is already created (with above steps), when entering url, HelpDesk.seattlecolleges.edu:

- On a <u>networked on-campus</u> computer - takes you right to the Help Desk.
- On a <u>non-network</u> computer (logging in remotely from off campus) - you will need to first sign in to the MyApps/Okta portal before going to Help Desk.

Seattle Colleges MyApps Portal

Username
@seattlecolleges.edu

Password

☐ Remember me

Sign In

Help Desk Service Portal Home Screen

Welcome to the Seattle Colleges Help Desk!
What can we help you with?
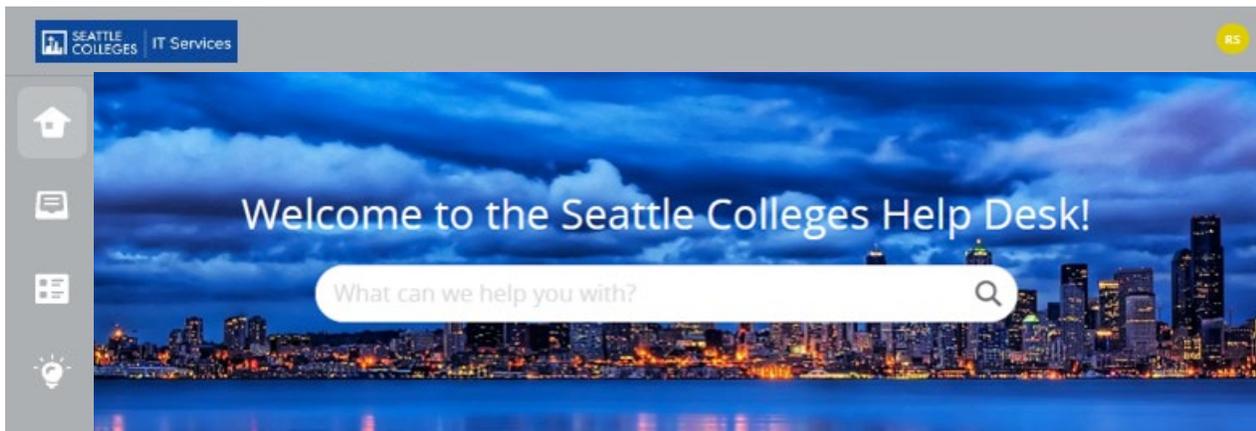
The clickable buttons below lead to forms for specific tech support requests. You may also use the "Create A New Ticket" button for our generic support request form. Don't see a button for the service you need? Scroll down to locate our complete service catalog!

2. Ways to Create A Ticket

Choose a Service
Services provide users with a tailored form to fill out with the relevant information needed to best address your request.

- Classroom Tech Support
- ctcLink
- Office 365
- MyDesk
- Printers

Create a New Ticket/Request
if your request is not listed above or in full LIST OF SERVICES

- Create A New Ticket

Full List of Services
Don't see your needed service? Here's a full LIST OF SERVICES with customized for to complete requests.

- See Our COMPLETE SERVICE CATALOG Here!

💡 **Common Fixes**

MySeattleColleges Account Password
Jul 19, 2022
Accounts & Logins
👁 4 👍 0 👎 0

Seattle Colleges Email and O365 Apps
Jul 19, 2022
👁 5 👍 1 👎 0

View all Common Fixes →

You may also find helpful suggestions to answer your questions in 💡 **Common Fixes**.

Fill Out Your Service Request

- All asterisked * items are required information, you need to provide.
- Click on arrows ▼ and select your option from the drop-down list.
- Click the **Create** button to submit your service request.
- Help Desk will send you notification(s) to your school email letting you know your service request has been received and any instructions for you.

(sample, Classroom Tech Support)

Checking Your Service Request Tickets and Other Icon Button Options

Note - You can log into HelpDesk.seattlecolleges.edu anytime to check on your ticket(s).

> **Go to Service Portal Home Screen**

> **Check on Your Service Ticket Request(s)**
   View your tickets, notifications and status and add additional comments or information.

> **Service Catalog**
   Find services for submitting a ticket.

> **Knowledge Base**
   View information on various topics that may help to answer your questions.

3. **To Sign Out**

   - Click on your profile icon (top right) and select Sign Out.

   - **Signing out takes you to the MyApps dashboard**.

   - Sign out from the dashboard by clicking the arrow
     by your name (top right) and selecting Sign-out.

SR

My Account

Back to Platform

Sign Out

Ruby
Seattle Colleges

Settings

Preferences

Sign out
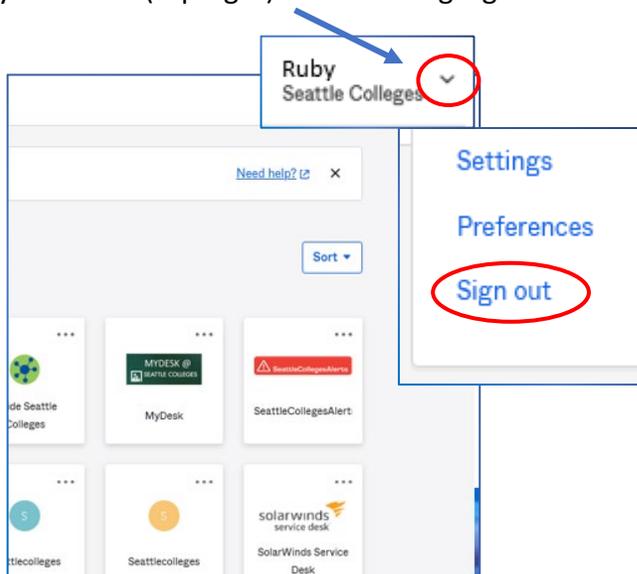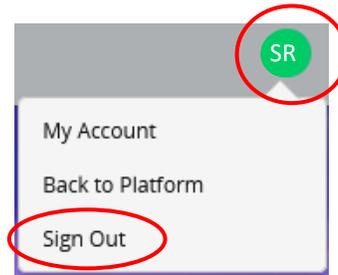
For assistance, please contact the IT Help Desk - https://itservices.seattlecolleges.edu/it-help-desk

North 206.934.3630 ◆ Central 206.934.6333 ◆ South 206.934.5844

Or visit our IT Services LiveChat line at https://direct.lc.chat/11900901/3

SCAN to visit us
itservices.seattlecolleges.edu   ITHelp@seattlecolleges.edu
                                                   Doc applies to all campuses – 8/01/22