



First Time Login to the IT Help Desk

Go to IT Help Desk by entering url, <https://helpdesk.seattlecolleges.edu>

Login in with your MySeattleColleges credentials.

For your **FIRST TIME logging into IT HelpDesk** you'll receive a prompt to complete your profile with your security options. You will only need to fill out this form the first time you log into IT HelpDesk. After you've filled in the security questions form (shown below), click the Create My Account button to open IT HelpDesk.

Secondary email

I don't have a secondary email

Choose a forgot password question

What is the food you least liked as a child?

Answer

Add a phone number for resetting your password or unlocking your account using SMS (optional)

Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

RECOMMENDED




Add a phone number for resetting your password or unlocking your account using Voice Call (optional)

Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.

RECOMMENDED

Click a picture to choose a security image **REQUIRED**

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

After filling in your security options click **Create My Account** & IT HelpDesk will open.

Click the drop-down arrow to choose your password question.

Note - FOR LOGGING IN AFTER YOU'VE COMPLETED THE ACCOUNT SETUP:

- From campus computers and MyDesk the url will take you immediately to IT Help Desk.
- From off campus computers - after entering the url, you will need to log in with your MySeattleColleges credentials to go to IT Help Desk.

SECURITY QUESTIONS

Required:

- Secondary email.
- Forgot password question.
- Choose a security image.

Recommended:

- Add a phone number.

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 ♦ LiveChat line <https://direct.lc.chat/11900901/3>



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