



How to Submit an IT Helpdesk Request

St. Cloud Technical & Community College
"Education that Works"

Overview:

The best way to get IT support is through the IT Helpdesk System. When submitting a Helpdesk request, all relevant IT support staff will see the ticket and the first available person can answer your questions. You will receive an email confirmation to let you know that the support ticket was created and another email when the ticket has been completed.

Instructions:

1. Go to the [Online IT Helpdesk](#) (You may also want to bookmark/favorite this webpage)
2. Enter your SCTCC email address and click submit (If this is your first time creating a ticket it will have you fill in some user information)
3. Fill out the form
 - a. In step 2, choose your Location by selecting the building you are in and entering the Room Number where the problem is occurring
 - b. In step 3 of the form, click the Problem Type that is closest to the problem that is occurring (For D2L issues choose Online Class, for telephone issues choose Telephone Services, etc.)
 - c. In step 4, describe your problem (the more detail you provide the easier it will be for the IT department to help)
 - d. In step 5, if you are only available at a certain time specify that
 - e. In step 6, if you are having problems with a file attach it
 - f. In step 7, enter the password: sctcc
4. Click Submit

Notes:

- If you need to make changes to your request, you can log back in to view it and make any necessary changes