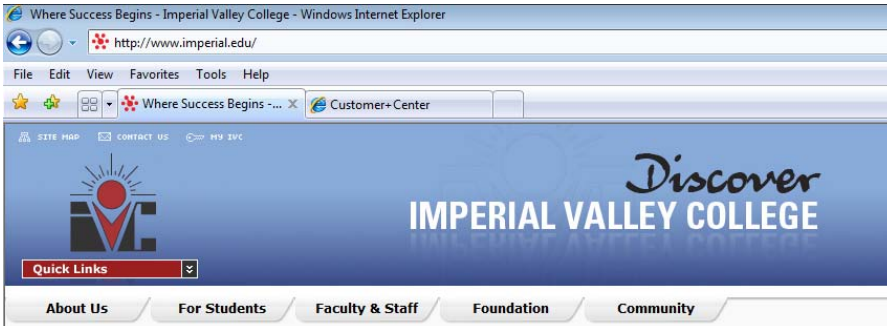


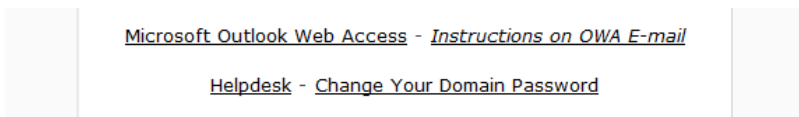
Help Desk Handout

How do I log into the Help Desk to submit a ticket online?

1. Go to the web address: <http://www.imperial.edu>



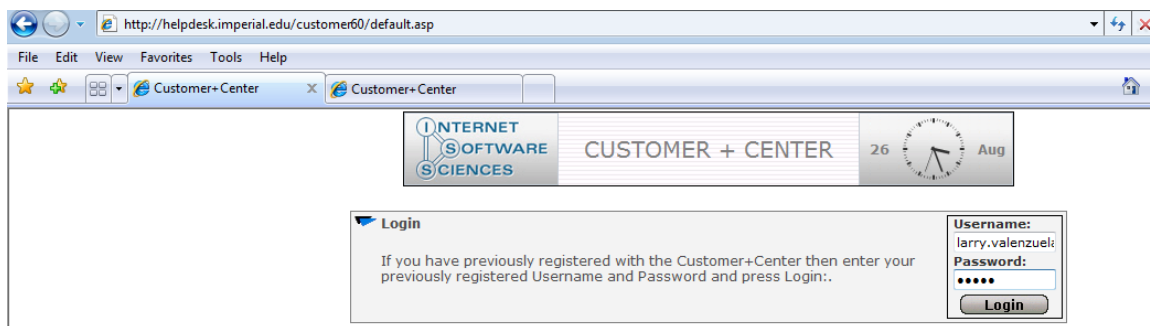
2. Click on Faculty and Staff tab, then scroll down and click in the middle link that says "Help Desk"



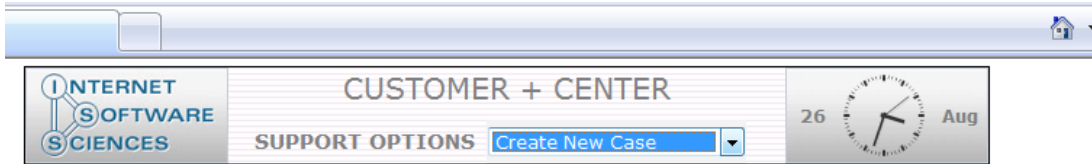
3. Click on **Client Login**



4. In your username type in first.lastname For Example: larry.valenzuela
In your password type in your email password or the default, your initials and Ext. For Example: lv6189
If you forgot your password, please contact Omar Ramos at 355-6797 to reset your account.



5. In the middle of the drop down menu, select **Create New Case**



6. In the One line description, please type in the text box and specify what you need assistance on.
In the Work Order Type, please select the category that applies to your request.
In the Describe the problem or question in detail, please fill this out and include your contact information so that a technician can contact you.

New Case	New Case Status: Open
One Line Description: <input type="text"/>	
Attach File To Case First enter and submit case then add attached file.	
Select the best category choices below: Work Order Type: Ignore	
Describe the problem or question in detail: <input type="text"/>	
<input type="button" value="Submit"/>	<input type="button" value="Cancel"/>
Home Search User Options Web+Center Help Desk (C) 2008 Internet Software Sciences www.inet-sciences.com	

7. Click Submit. You will then be given a case number to track your ticket. An e-mail will be sent shortly informing information systems that we received your Help Desk ticket request and will prioritized tickets in a timely manner.

By faculty and staff submitting their work requests through the Help Desk, will help Information Systems document, prioritize, keep track of future reference cases, and get statistical information to budget for our own operating costs each fiscal year in maintaining the support we provide here at Imperial Valley College.

Thank you for your cooperation and patience

Sincerely,
Larry Valenzuela
Technology Center Technician
Information Technology Department
(760) 355-6189