

The background features abstract geometric shapes in shades of green and blue, primarily on the right side, with a white background on the left.

IT HelpDesk

A Guide for getting technical help

Realizing you need help

- ▶ At some point in your time here, you may need technical assistance. Finding help is easy! HelpDesk can assist with technical issues with your PC, laptop, phone, printer, and other technical matters. Please seek assistance from your supervisor before submitting a ticket. If your supervisor cannot assist then follow these instructions to submit a ticket.
- ▶ Begin by visiting: <https://helpdesk.allegany.edu>
or
<https://help.allegany.edu>

Something very similar to this will appear:
<https://helpdesk.allegany.edu>



ALLEGANY COLLEGE
of MARYLAND
ENGAGE YOUR FUTURE

Have Questions?
Contact the [Information Center](#)
or [CHAT Live](#) (M-F 8:00a-5:00p EDT)



-- Quicklinks --

Google™ Custom Search

[Our ACM](#) [Future Students](#) [Current Students](#) [Academics](#) [ACM Costs](#) [Financial Assistance](#) [Alumni & Friends](#)

[Home](#) » [Information Technology](#) » [Help Desk](#)

ShareThis

eSAFE

Blackboard Assistance

Knowledgebase

Faculty/Staff HelpDesk

The Information Technology department offers Helpdesk services to all Faculty, Staff, and Students. This IT Helpdesk provides troubleshooting and technical assistance for all technology-related systems and services.

Please choose from one of the following options:



Student IT HelpDesk



Employee IT HelpDesk

Choose Employee IT HelpDesk.

Our ACM > Future Students > Current Students > Academics > ACM Costs > Financial Assistance > Alumni & Friends >

Home > IT 2016 Test > Help Desk > Faculty/Staff HelpDesk Share This

Faculty and Staff HelpDesk

ACM HelpDesk Services

eSAFE

Blackboard Assistance

Knowledgebase

Faculty/Staff HelpDesk

Student HelpDesk

Anyone requiring technical assistance is required to submit a helpdesk ticket. Please choose from the options below, or if you need further assistance, follow the tutorial for guidance.

All ticket submissions are assigned within 24 hours and most requests are updated within 1-2 business days. Critical tickets will be handled as soon as possible after submission. You will receive updates in your email regarding your ticket. Please reply to the email that comes from helpdesk-this will ensure that all ticket communication stays with the correct ticket.

When entering a ticket, please be as detailed as possible. Include your name, a phone number, the location of the device, and a description of the issue in your request. If you have done any troubleshooting, please include those details as well. Please note, any requests for software install in a computer lab require a two week notice-be sure to get your requests in early!

 [Submit a HelpDesk Ticket Online](#)

 **Contact HelpDesk by Phone**
Call extension 5444 from any campus phone
Call 301-784-5444 from cell phones and off-campus

 **Contact HelpDesk by Email**
Send an email to helpdesk@allegany.edu

 **Tutorial:**

- [PowerPoint Tutorial](#)
- [PDF Tutorial](#)

ALTERNATE FORMAT REQUEST | ACCESSIBILITY | EXTERNAL SITE DISCLAIMER

BROOKINGS METROPOLITAN POLICY PROGRAM **WISCONSIN EDUCATION METROPOLITAN POLICY BOARD** **TREE CAMPUS USA** **THE DEMOCRACY COMMITMENT**



You have several options for contacting HelpDesk.

The preferred method is submitting a ticket online. The rest of this PowerPoint will walk you through this step.

Choose: Submit a HelpDesk ticket online

Something very similar to this will appear:



[Home](#) [Knowledgebase](#) [Troubleshooter](#) [News](#)

English (U.S.) ▾

Login

Your ACM username

Your ACM password

Remember me

Login

What can we help you with?

SEARCH



Knowledgebase



Troubleshooter



News

Knowledgebase



KNOWLEDGEBASE

Downloads	(20)
Adobe Connect Pro	
Blackboard 9	(71)
Communications Best Practices	(5)
Corkboard	(4)

Downloads

(20)

- ACM RDP Client
- Adding your signature to documents

Communications Best Practices

(5)

- Acceptable uses of the Allusers distribution list
- Policies that Apply

Adobe Connect Pro

Corkboard

(4)

- How Do I Access Corkboard?
- How do I post Corkboard content?

Blackboard 9

(71)

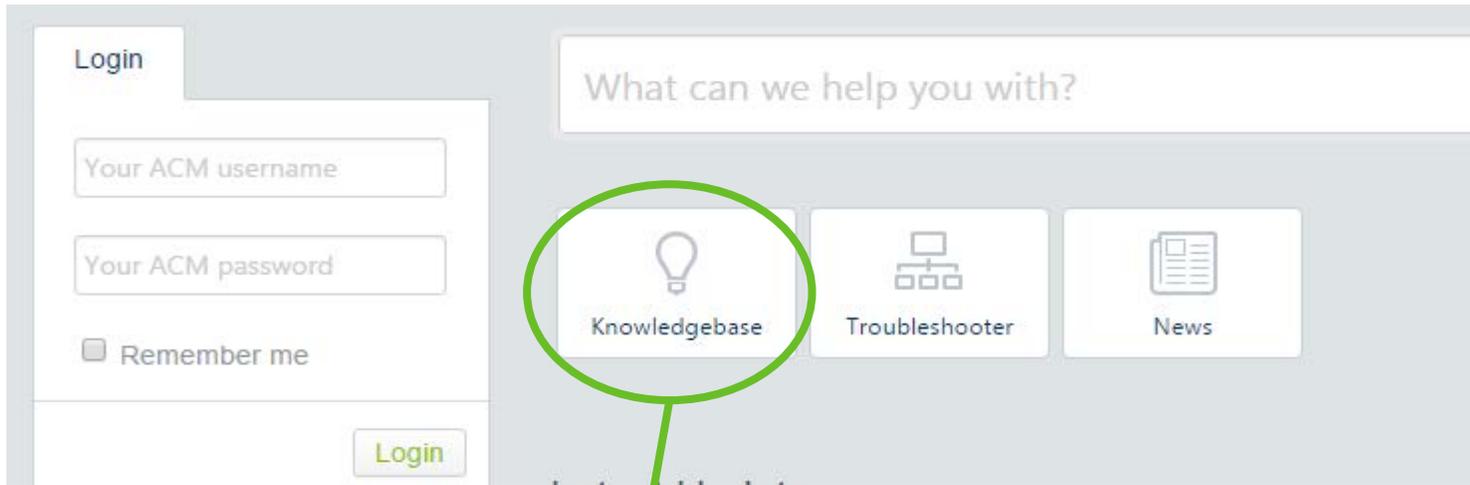
- Adding Enrollments to a Bb Course
- Archive Your Bb Course

eSAFE Alerts

(7)

- Can I change my contact preferences?
- How do I control what shows up on my phone?

Lets look at the knowledgebase first.

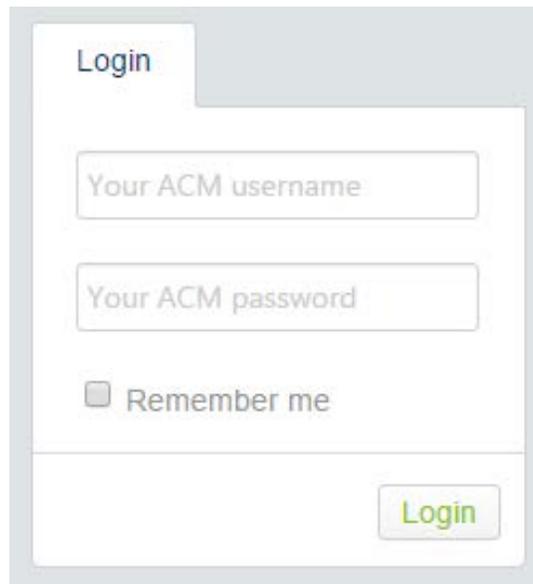


Click on the knowledgebase icon. This will take you to a page where you will find several categories of articles. These articles may have the answer you are looking for. Browse through to see if what you are looking for is there. You can also use the search box to search for your issue. Just type in a few keywords, like wireless network or eSafe (for examples).



If no help is found using the knowledge base, then you will need to submit a HelpDesk ticket.

Submitting a ticket is easy!

A screenshot of a login form. At the top left, the word "Login" is displayed in a blue font. Below it are two text input fields: the first is labeled "Your ACM username" and the second is labeled "Your ACM password". Under the password field is a checkbox labeled "Remember me". At the bottom right of the form is a button labeled "Login" in a green font.

First you must log in. Use your ACM username and ACM password. The same username and password that you use when logging into your PC, or WebAdvisor.

Once logged in, you will see a page similar to this:

ALLEGANY COLLEGE
of MARYLAND

Home My Tickets Submit a Ticket Knowledgebase Downloads Troubleshooter News English (U.S.)

Account

- My Profile
- Preferences
- Logout

What can we help you with? **SEARCH**

My Tickets Submit a Ticket Knowledgebase Downloads Troubleshooter News

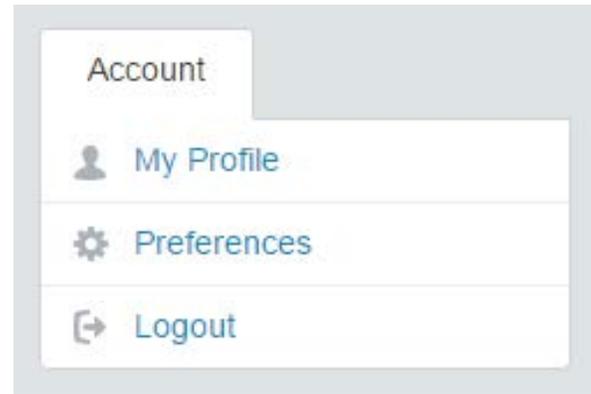
KNOWLEDGEBASE

Downloads (20)		
Adobe Connect Pro		
Blackboard 9 (71)		
Communications Best Practices (5)		
Corkboard (4)		
eSAFE Alerts (7)		
Faculty/Staff Email (18)		
IT Policies (2)		

Knowledgebase

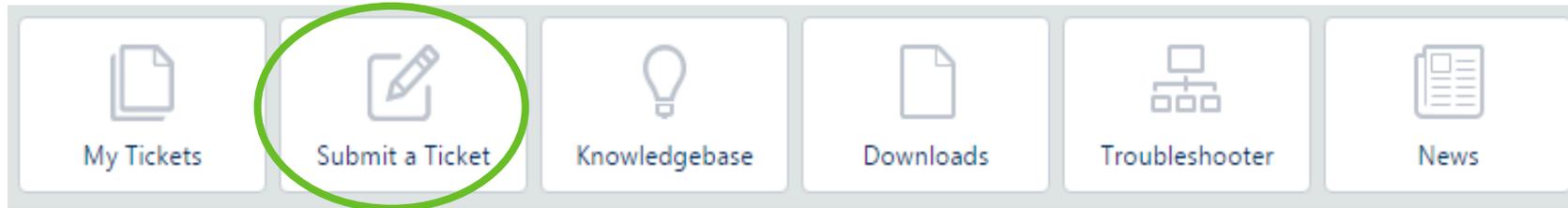
Downloads (20)	Adobe Connect Pro	Blackboard 9 (71)
<ul style="list-style-type: none">ACM RDP ClientAdding your signature to documents		<ul style="list-style-type: none">Adding Enrollments to a Bb CourseArchive Your Bb Course
Communications Best Practices (5)	Corkboard (4)	eSAFE Alerts (7)
<ul style="list-style-type: none">Acceptable uses of the Allusers distribution listPolicies that Apply	<ul style="list-style-type: none">How Do I Access Corkboard?How do I post Corkboard content?	<ul style="list-style-type: none">Can I change my contact preferences?How do I control what shows up on my phone?

Account Settings



- ▶ My Profile allows you to set up a profile for yourself. You can include your title/position, a phone number, and an image. Be sure to click update when finished.
- ▶ Preferences allows you to choose the correct time zone, enable Daylight Saving Time and the language you are most comfortable with.
- ▶ Logout-logs you out of HelpDesk

Submitting a Ticket



- ▶ Going across the top of your screen, you should see some icons. Choose Submit a Ticket.
- ▶ It should take you to a page to choose a department. Pick the department that best suits your issue and then choose next. If you are unsure of what to choose, then choose General/Other.

Departments

<input checked="" type="radio"/> General/Other	<input type="radio"/> (IT) Website
<input type="radio"/> (IT) Computer Labs	<input type="radio"/> (IR) Reports and Data Processing
<input type="radio"/> (IT) ERP	<input type="radio"/> (ITMMS) Blackboard
<input type="radio"/> (IT) Hardware Requests	<input type="radio"/> (ITMMS) Classroom Technology
<input type="radio"/> (IT) PC/Printer Support	<input type="radio"/> (ITMMS) DL Room Reservations
<input type="radio"/> (IT) Phones	<input type="radio"/> (ITMMS) Media Services
<input type="radio"/> (IT) Portal (my.allegany.edu)	<input type="radio"/> (ITMMS) Photo/Video Request
<input type="radio"/> (IT) Software Requests	

[Next »](#)

Let's do a test ticket!

- ▶ Make sure you are logged into <https://help.allegany.edu>, and choose submit a ticket.
- ▶ Let's use the General/Other department for our ticket.
- ▶ Choose General/Other and click Next>>
- ▶ Start filling in the form. Remember, the more details the better!

The image shows a screenshot of a web form titled "Office Information" and "Department Info". The form has several fields with green arrows pointing to them from the right, each with a text label. The "Office Information" section includes: "Campus:*" (dropdown menu with "Cumberland" selected), "Building:*" (dropdown menu with "--" selected), "Room:" (text input field), "Phone:" (text input field), and "Contact Name:" (text input field). The "Department Info" section includes: "Department Type:*" (dropdown menu with "Academic" selected) and "Department Name:*" (text input field). Annotations on the right side of the form include: "Choose the Campus" (pointing to the Campus dropdown), "Choose the Building" (pointing to the Building dropdown), "Enter the Room Number" (pointing to the Room text input), "Enter a phone number" (pointing to the Phone text input), "Enter a contact name" (pointing to the Contact Name text input), "Choose the department type*" (pointing to the Department Type dropdown), and "Enter the department name" (pointing to the Department Name text input). Below the Department Type dropdown, there is a note: "*Academic for Computer Lab issues. Administrative for Faculty/Staff issues."

Office Information

Campus:* Choose the Campus

Please select your campus.

Building:* Choose the Building

Please select your building.

Room: Enter the Room Number

Enter the number or name.

Phone: Enter a phone number

Enter your phone number.

Contact Name: Enter a contact name

Enter the name of the person to contact about this issue.

Department Info

Department Type:* Choose the department type*

*Academic for Computer Lab issues.
Administrative for Faculty/Staff issues.

Department Name:* Enter the department name

Let's do a ticket! (cont).

Enter a subject for this ticket.



Your Message

Subject

This ticket is a test ticket. I want to be as detailed as possible when reporting my issue. I understand by including details and any trouble shooting I have done that it will benefit the technician that will work on my ticket. It might even make the process go quicker! I will include things like the operating system I am using, the website I was on when the issue occurred, any error messages I received, any pop-ups I received, and if this is a recurring issue or the first time I have seen it. I will also mention if I know if it is happening to others in my area. I also will include whether or not I have checked my connections. It is also good to mention if I have office hours or when a good time to contact me will be. I have also noticed that as I typed my subject that knowledgebase suggestions have popped up. I will peruse these suggestions and maybe even find the solution to my issue and not have to continue with this ticket. I also see that there is an attach files option at the bottom of this screen, and that if I need to attach a screen shot, that I can do so easily.

Knowledgebase suggestions

No relevant knowledgebase articles found.

Attach Files [[+](#) Add File]

Enter in as much detail as possible, this is the reason for the ticket.

As you enter details, Knowledgebase suggestions will appear. If you see the solution to your problem, click on it. You can solve your own problem and log out without having to submit a ticket. However, if you don't see your answer then choose the submit button on the bottom of the page.



You can also upload files/attachments by choosing Add File and attaching your file. This is helpful if you have screen shots of any errors you receive..



Click Submit.



Successful Submission!

This informs you that your ticket has been received. Take note of the Ticket ID #. This will allow you to communicate more effectively with the HelpDesk.

Your request has been received

We have received your request and our team will get back to you shortly. You can log in to the helpdesk to review the status of your request, or check your email for further updates.

General Information

Ticket ID	#OYQ-282-65625
First and Last Name	Susan E. Evans
Email	seevans@allegany.edu
Type	Issue
Priority	New

Subject: This is a test ticket

This ticket is a test ticket. I want to be as detailed as possible when reporting my issue. I understand by including details and any trouble shooting I have done that it will benefit the technician that will work on my ticket. It might even make the process go quicker! I will include things like the operating system I am using, the website I was on when the issue occurred, any error messages I received, any pop-ups I received, and if this is a recurring issue or the first time I have seen it. I will also mention if I know if it is happening to others in my area. I also will include whether or not I have checked my connections. It is also good to mention if I have office hours or when a good time to contact me will be. I have also noticed that as I typed my subject that knowledgebase suggestions have popped up. I will peruse these suggestions and maybe even find the solution to my issue and not have to continue with this ticket. I also see that there is an attach files option at the bottom of this screen, and that if I need to attach a screen shot, that I can do so easily.

Communicating via the ticket:

- ▶ You should receive an email from Allegany College of Maryland, acmhelpdesk@allegany.edu.
- ▶ If you need to add more information to this ticket, simply hit reply and type your response. It will attach itself to the ticket in HelpDesk.

Susan E. Evans,

Thank you for contacting us. This is an automated response confirming the receipt of your ticket. Our team will get back to you as soon as possible. When replying, please make sure that the ticket ID is kept in the subject so that we can track your replies.

Ticket ID: OYQ-282-65625
Subject: This is a test ticket
Department: General/Other
Type: Issue
Status: Open
Priority: New

You can check the status of or update this ticket online at: <https://help.allegany.edu/index.php?/Tickets/Ticket/View/OYQ-282-65625>

Kind regards,

Allegany College of Maryland

What now?

- ▶ The technician can view your replies in HelpDesk, and if necessary, they will make posts to HelpDesk, which will be sent back to you via email. The technician may need further information from you. If you receive an email asking for additional information, hit reply on the email and answer the questions the technician has asked you, then click send.

or

- ▶ The technician might call you, or stop by your office to resolve the issue.
- ▶ After the ticket is resolved, a short, six question survey will appear in your inbox. Please fill out the survey-this assures us your issue is resolved, and lets us know how we did!

IT HelpDesk of Allegany College of Maryland

Really we are a great bunch of people and we are happy to help. Please contact us with any technology questions.

- ▶ Located in the Technologies Building on the Cumberland Campus, room T-20
 - ▶ Call us: 301-784-5444 or 5444 from any campus phone
 - ▶ Email us: acmhelpdesk@allegany.edu or helpdesk@allegany.edu
- ▶ Put in a ticket: <https://help.allegany.edu> or <https://helpdesk.allegany.edu>