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 you supervisor cannot assist then follow these instructions to submit a ticket.

Begin by visiting: https://www.allegany.edu/it-helpdesk/index.html to have a walk through of our helpdesk.

Once you are familiar with our system, you can access helpdesk by visiting: https://www.allegany.edu/it-helpdesk/index.html
Choose Employee IT HelpDesk.
You have several options for contacting HelpDesk.

This PowerPoint will walk you through submitting a ticket online.

Choose: Submit a HelpDesk ticket online
Something very similar to this will appear:

Login using your WebAdvisor credentials
Lets look at the tabs at the top of the page.

- **Profile Tab:** Has information such as your name, email address, phone number, location, room, and department. If any of this information needs updated, just click in the field and update it. You are required to fill out the fields with the asterisks.

- **Messages Tab:** Where you can find messages from Helpdesk-for example, if WebAdvisor isn't working or if our network is down, Helpdesk can post a message there letting you aware that we are working on the issue.

- **FAQs:** This is our knowledgebase. As we progress in our helpdesk system, you will be able to search for answers to frequently asked questions. This may assist you in finding an answer to a ticket you are about to put in.

- **History:** This will show you a history of your tickets. You can review them by clicking on the ticket number. You can reply to the ticket by opening it and adding a note to the Notes section. (Add Note button is on the bottom right)
The Request Tab

The Request tab: where you will submit a request for assistance. You will choose a request type (choose what best suits your request). Depending on the type you choose, you may have to choose a sub-type. Add a subject—broad description of request. Add Request Detail—this is the body of your request, please try to be as detailed as possible. Remember to include relevant information such as what you were doing when the issue occurred, if a particular software was being used, if there are error messages, include those. If it is a phone error, include the numbers you were calling to/from. If it is a request for a report, include if it is normally a report that goes to IR or if it is one from ERP/Colleague. Include names, dates, and a good time to reach you for further assistance. You may have menus that ask if the device is used by staff or students, what the location is and room number. Fill out all blank spaces.

Then click Save
Thank You!
Your ticket number is 301
You can use the History button above to check the status of your ticket.
An email confirmation is on its way to username@allegany.edu

Now it's time to check your email.

Thank you for submitting a request for assistance from our IT HelpDesk.

Your ticket id is 301

If you have any further questions or would like to add any information to this ticket, please reply to this email.
(Do not change the subject of the email).

Please remember this ticket is for the below issue. If you have another concern or different issue, please create a separate ticket for each issue.

Please call 301-784-5444 for assistance.

Thanks for using IT HelpDesk.

On 07/03/19, at 09:48 am, Susan Test wrote:
This is a test to show everyone what it looks like when a request is filled out. I need to be as detailed as possible when filling this out.
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 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: ithelpdesk@allegany.edu
- Put in a ticket: https://www.allegany.edu/it-helpdesk/index.html