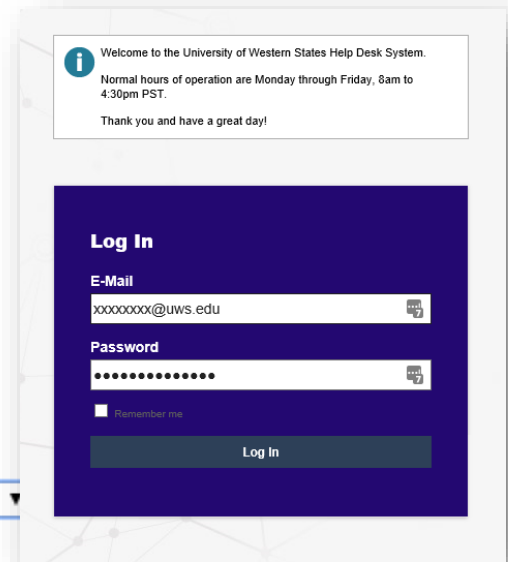


Using Web Helpdesk

Creating Tickets

1. Navigate to <https://helpdesk.uws.edu>
(there is also a 'UWS Helpdesk' shortcut on your desktop)
2. Login with your existing domain credentials
 - Username: xxxxxxx@uws.edu
 - Password: (existing password)
3. Submitting a ticket:
 - a. Select **Request Type**
 - b. Enter **Subject**
 - c. Enter relevant details to the request
 - d. Select all required options in the questionnaire after the **Request Detail**
(These will change depending on the **Request Type** selected)
 - e. Select **Priority***
 - f. **Carbon Copy (Cc:)** any party needing to be involved
 - g. Add relevant screenshots or other **Attachments**
 - h. Select **Location** and **Room**
 - i. Select Asset (This will be updated to the equipment you have in the near future and will become a required field at that time)
 - j. Click **Save**



Welcome to the University of Western States Help Desk System.
Normal hours of operation are Monday through Friday, 8am to 4:30pm PST.
Thank you and have a great day!

Log In

E-Mail

Password

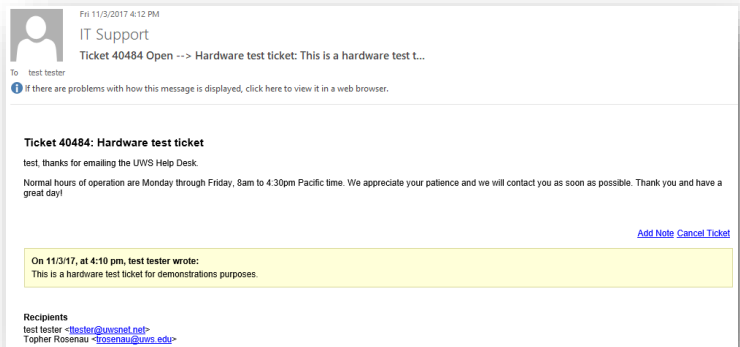
Remember me

Log In

**Please submit one issue per ticket, example: "I need 'Software X' installed" should be separate from "I am having issues with connecting to Wi-Fi"*

Confirmation

You will receive a ticket number once you submit the ticket. You will also receive an e-mail with the details and ticket number. There are links in the e-mail that allow you to **Add Note** or **Cancel Ticket**. This can also be done by logging into Web Helpdesk and selecting **History**. Click on the ticket number to view the ticket and see editing options.



Fri 11/3/2017 4:12 PM
IT Support
Ticket 40484 Open --> Hardware test ticket: This is a hardware test...

To: test tester
If there are problems with how this message is displayed, click here to view it in a web browser.

Ticket 40484: Hardware test ticket
test; thanks for emailing the UWS Help Desk.
Normal hours of operation are Monday through Friday, 8am to 4:30pm Pacific time. We appreciate your patience and we will contact you as soon as possible. Thank you and have a great day!
[Add Note](#) [Cancel Ticket](#)

On 11/3/17, at 4:10 pm, test tester wrote:
This is a hardware test ticket for demonstrations purposes.

Recipients
test tester <tester@uwsnet.net>
Topher Rosenau <trosenau@uws.edu>

Adding Notes, Cancelling, or Resolving Tickets

Adding notes or canceling a ticket is easy! You can simply click the link in the confirmation e-mail you receive. This will open a new e-mail where you can type your note in the body and send. This action will update the ticket and add any relevant notes.

Once the Technical Services group has resolved your issue, you will receive a final e-mail asking if your issue was resolved. If you do not respond within 3 days, the ticket will auto-close. Please mark **No** if your issue was not resolved and add any relevant notes.

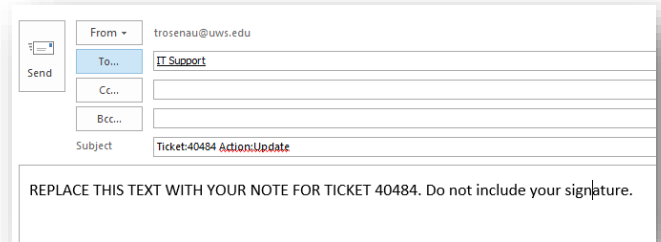
If the Technical Services team has resolved your issue, please select **Yes** and send the response.

Once a ticket is closed, it cannot be re-opened. You will need to open a new ticket if you experience the issue again.

FAQ

Part of the new Web Helpdesk system is a FAQ for self-help. This section will be updated over a period of time to help with most common issues. Providing this information to Staff, Faculty and Students will help expedite certain 'easy to fix' issues with little or no down-time and help Technical Services shift focus to address more urgent issues.

As you select a **Request Type**, you will see **Related FAQs** off to the right hand side of the page. Click on the applicable FAQ to bring up instructions to follow for a resolution.



From: trosenau@uws.edu
 To: IT_Support
 Cc:
 Bcc:
 Subject: Ticket:40484 Action:Update

REPLACE THIS TEXT WITH YOUR NOTE FOR TICKET 40484. Do not include your signature.

Ticket 40484: Hardware test ticket

test, thank you for using the help desk. Your ticket (40484) has been resolved.
 Please reply to this email the issue has not been resolved.

Was your issue resolved? [Yes](#) [No](#) [Add Note](#)

On 11/6/17, at 10:06 am, Topher Rosenau wrote:
 This ticket is now resolved.

On 11/3/17, at 4:10 pm, test tester wrote:
 This is a hardware test ticket for demonstrations purposes.

Recipients
 test tester <tester@uwsnet.net>
 Topher Rosenau <trosenau@uws.edu>

Related FAQs

How do I configure Mac Mail with my UWS e-mail account?

How do I setup email on my mobile device?

« < 2 items > »