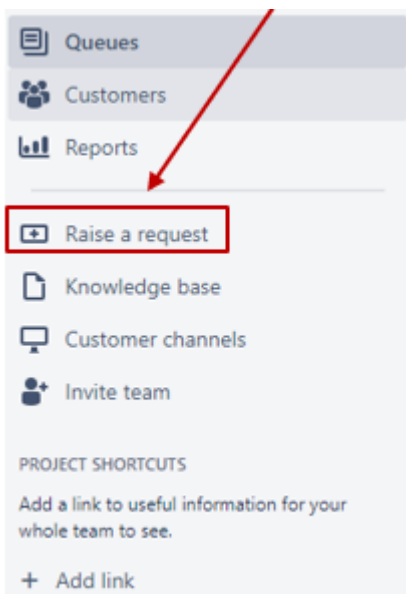


Create helpdesk tickets in other departments' projects

Users who are agents for a helpdesk project may need to submit tickets to other helpdesk projects. (IT, facilities, etc.) The process to submit a helpdesk ticket is not the same as other users.

Steps

- In your project's screen, look to the left hand side and select **Raise a request**. If you have your screen side dash collapsed, it will look like the + in a box without the words.



- Next it will bring you to a new webpage. Click on the **NTCC Helpdesk** at the top of the page.

Welcome! You can open an IT helpdesk ticket here. Please select the category that most applies to your needs. There are other categories that are available via the left-hand column.

What do you need help with?



[Search help](#)

Common Requests

Hardware and Software



Something Broken

Something broken with a NTCC computer, printer, or other hardware?


- It will bring you to the main Helpdesk page where you can choose the correct helpdesk for your ticket.

Welcome to Northshore Technical Community College Helpdesk

What do you need help with?

Search help

All portals Popular ▾



Faculty/Staff IT Helpdesk

Welcome! You can open an IT helpdesk ticket here. Please select the category that most applies to...

Student IT Helpdesk

Welcome! You can create student helpdesk tickets here. Please make sure to use the appropriate category for the quickest...

Facilities

Welcome! You can raise a Facilities request from the options provided.

Website/Marketing/Public Relations

Welcome! You can raise a Public Relations, Marketing, or Website request from the options provided.

Student Services

Welcome! You can request assistance from a Student Services specialist by submitting a ticket below.

Canvas/Online Learning

Welcome! You can raise a Canvas/Online Learning request from the options provided.

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