

# How to use the helpdesk.



## HOW TO USE NTCC HELPDESK

### ACCESSING THE HELPDESK

1. Go to our website <https://www.northshorecollege.edu>
2. At the top of our website, click on "HelpDesk" from the tab at top.

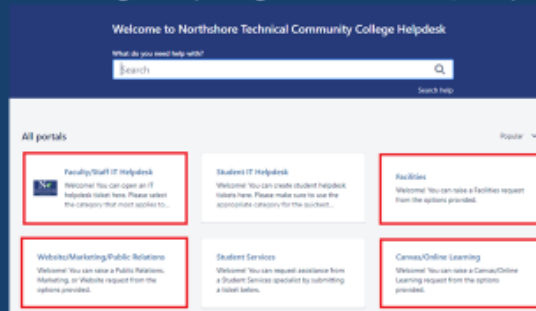


3. Sign in using your username **without** the @northshorecollege.edu and the password used for your Northshore email.

A screenshot of the login form. It has a blue header with the word "Login" in white. Below the header, there are two input fields: "Username" with the text "gatortrax" and "Password" with masked characters "\*\*\*\*\*". Below the password field is a checkbox labeled "Remember my login on this computer". At the bottom, there is a line of text: "Not a member? To request an account, please contact your Jira administrators." and a blue "Log In" button.

# NAVIGATING THE DIFFERENT HELPDESKS

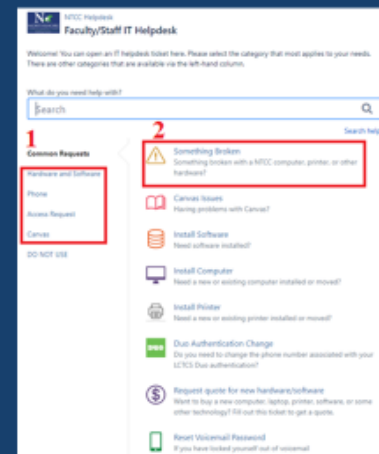
- There are different Helpdesk. Please choose the appropriate one for your needs.
- The ones that Faculty and Staff will use are:
  - Facilities – Issue that will be given to Maintenance/Facilities
  - Faculty/Staff IT Helpdesk – Issues that will be given to the IT staff (not instructors)
  - Website/Marketing/Public Relations – Request/Issues given to Public Relations
  - Canvas/Online Learning – Anything related Canvas, Respondus, and online learning.



## SELECTING THE TYPE OF ISSUES

1. Select the request group where the issue belongs.
2. Select the category that the issue is.

NOTE: If you do not see an appropriate category for your issue, change the group to see additional categories.



# CREATING AN ISSUE

- Fill out all information needed to help you resolve the issue. Some issue categories require more information.
- Please be as detailed as possible, including attachments if needed. The more detailed the ticket, the quicker your issue can be fixed.
- Select "Create"

NTCC Helpdesk / Faculty/Staff IT Helpdesk  
Canvas Issues

Make sure to include the CRN number and semester that CRN number is used for.

Raise this request on behalf of  
Karrie White

Summary

In a single sentence, please tell us what's not working on Canvas.

Description

CRN number is required. Please describe in as much detail as possible of what's happening, what you've tried to fix the issue, and any other information that you think might help us solve the issue.

Campus (optional)

Phone

What campus are you from?

Phone Number

Please enter the best phone number for you to be contacted.

Attachment (optional)

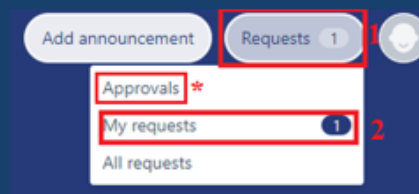
Drag and drop files, paste screenshots, or browse

Have a screenshot of the issue? Please attach it here.

Create Cancel

# CHECKING ON YOUR TICKET

1. After logging in, first click on the "Requests" tab at the top right.
2. Next, click on the appropriate selection.
3. Third, select the open ticket.

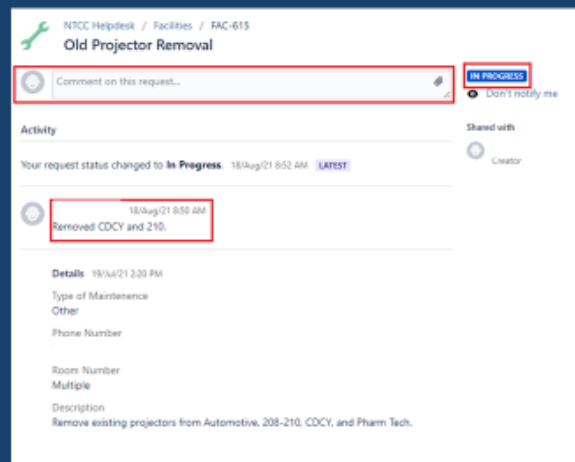


\* This section is used for tickets that need your approval, even if you do not have access to that helpdesk.

Type	Reference	Summary	Service project	Status	Requestor
	IAC-615	Old Projector Removal	Facilities	IN PROGRESS	Karrie White

## RESPONDING ON YOUR TICKET

- In your ticket, you can see:
  - the status
  - comments by Helpdesk staff
  - make comments yourself.



## RESPONDING ON YOUR TICKET

- You can also locate your ticket through email.
- **Jira Helpdesk (Jira)** <helpdesk@northshorecollege.edu> is an example of what the email sender will look like.
- Clicking on the link in your email will bring you to your ticket.
- Anytime there is an update to your ticket an email will be sent out, unless you have changed your personal settings to not allow this.
- Do not respond to the ticket in the email. Go to the ticket to put in a comment.

Revision #4

Created 31 August 2023 19:30:31 by Karrie White

Updated 31 August 2023 19:36:11 by Karrie White