

Submitting a ticket through the SBCCD Helpdesk

1. After logging into the SBCCD Helpdesk (<http://stac.valleycollege.edu/>), you will be taken to the following screen:

Help Desk New Request

Overview

Instructions

Please complete the following form to submit your IT ticket.
If you are a Student please choose a Work Type with the Student heading.
Please be as detailed as possible in your Description.

Ticket Details

Work Type: Choose... Description

Select Location

Location

Building

Area/Room

Inventory Asset

Requester Phone Number

Create Ticket Reset

2. Under Ticket Details, first click the down arrow for Work Type and select the appropriate work type for your request from the drop down list.

^ Ticket Details

Work Type: Choose... Click Here

Select Location

Location

Building

Area/Room


Inventory Asset



Requester Phone Number


- a. For issues with SARS, ColleagueUI, ImageNow, DataTel select Software Application Support
- b. For issues with the instructors stations in classrooms, projectors, and projector screens select AV Equipment
- c. For issues with software installed on the computer select Desktop/Workstation
- d. For email issues:
 - a. Select Desktop/Workstation if the issue is with Outlook
 - b. Select Email if the issue is with the email account or send/receiving email
- e. For password resets or account login issues select Login/Account Issues
- f. For Cisco Call Manager or Cisco phones select Telephone Services

- Next, click the + button to the right of Select Location. Select your building location on the page that opens by clicking the check box next to the correct location. If you cannot find your location, click the check box next to SBVC. This will fill in the Location and Building lines. If you selected the wrong location, click the – to remove the location and click the + to select the correct location.

^ Ticket Details



Work Type: Choose... 

Select Location:  


Location Click Here 

Building


Area/Room:

Inventory Asset:  



Requester Phone Number:

Select Location 

+ Filter > Name != "

Selected : none Select the Check Box for your location 


<input type="checkbox"/>	Location	Building
<input checked="" type="checkbox"/>	SBVC	
<input type="checkbox"/>	SBVC	CTS
<input type="checkbox"/>	SBVC	ADSS
<input type="checkbox"/>	SBVC	CDC
<input type="checkbox"/>	SBVC	LA
<input type="checkbox"/>	SBVC	NH
<input type="checkbox"/>	SBVC	PS
<input type="checkbox"/>	SBVC	LIB
<input type="checkbox"/>	SBVC	ART
<input type="checkbox"/>	SBVC	T
<input type="checkbox"/>	SBVC	G



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Save Reset

- In the Area/Room field, enter the building and room number for the reported issue.


^ Ticket Details



Work Type: Choose... 

Select Location:  

Location

Building



Area/Room: Enter building and room number here 



Inventory Asset:  

Requester Phone Number:

5. Ignore the Inventory Asset field.


^ Ticket Details



Work Type: Choose...  

Select Location:  

Location

Building



Area/Room:  Ignore this field


Inventory Asset:  

Requester Phone Number:

6. Enter your contact number in the Requestor Phone Number field.

^ Ticket Details



Work Type: Choose...  


Select Location:  

Location

Building

Area/Room:

Inventory Asset:  

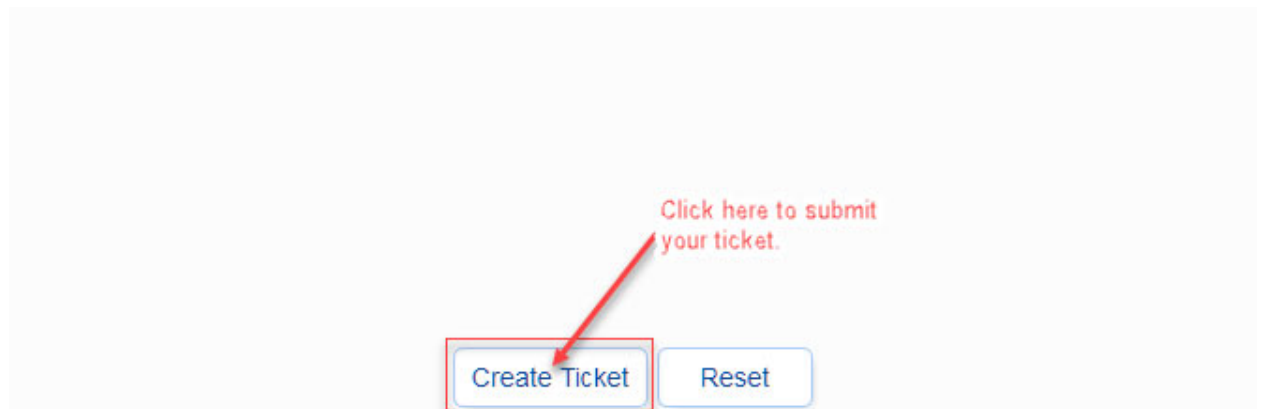
Requester Phone Number:  Enter contact number here

7. In the Description field, enter the ticket details and please be specific. If you have an alternate contact number, please include it here. If there are certain days/hours that are best for the support staff to come work on the issue, please include those here.

Description:

Enter ticket details here, please be specific.

8. Click on the Create Ticket button on the bottom of page to submit your ticket. Click Reset to clear all info and start over.



9. To view the tickets you have submitted, click on My Tickets towards the top of the page.



10. To view or edit a submitted ticket, click the pencil icon next to the ticket on the My Tickets page.

	<input type="checkbox"/>	I...	Date Submitted	
+	<input type="checkbox"/>		85 8/31/17 4:15 PM	nyear
+	<input type="checkbox"/>		83 8/31/17 4:13 PM	nyear
+	<input type="checkbox"/>		82 8/31/17 10:28 AM	nyear
+	<input type="checkbox"/>		71 8/31/17 10:28 AM	nyear

A red arrow points to the pencil icon in the row with ID 71, with the text 'Click here to view ticket details'.

11. On the page that opens after clicking the pencil icon, you can view the details of the submitted ticket, update any information on the ticket, or cancel the ticket. To cancel the ticket, click Cancel Ticket at the bottom of the page. **If you make any changes to the ticket info, remember to click Save at the bottom of the page.**