

How to submit a service request in ITSS Help Desk Portal

Summary

All faculty, staff and students can submit tickets, browse and search the service catalog and Knowledge Base without signing in. Use the [Service Catalog](#) to submit a ticket to get help with technical issues, request new access and permissions or request a change to a current system. Please follow the steps below to submit a ticket in the Help Desk portal.

Step 1. Sign in (top right of page) to the Help Desk portal.

In your browser, go to <https://services.sjccd.edu/TDCClient>

Enter Your Email Address

Faculty & Staff: Enter your email address

(firstname.lastname@sjccd.edu, ...@sjcc.edu, or ...@evc.edu)

Students: Your email address will be your MyWebId@... Examples below:

1. EVC Students: tivi7676@stu.evc.edu
2. SJCC Students: tivi7676@stu.sjcc.edu

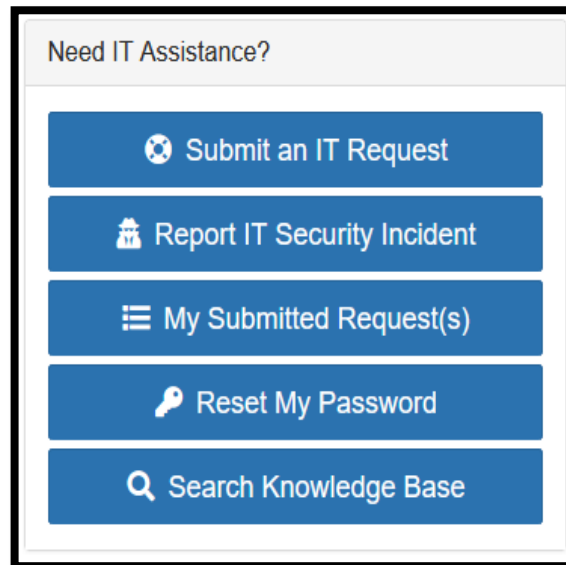
Enter Your Password

Faculty & Staff: Your password is the same as your network/email password, so enter it in and then click on the Login button.

Students: For first time logins, simply click on the Unlock/Reset Password button. This will take you through an identity verification process and then an enrollment process. Once completed, for any future logins, enter in your EVC or SJCC school email address (examples above) and just click on the Login button.

Step 2. Select the Service

1. To create a ticket, click on *Submit an IT Request* in the left menu panel.

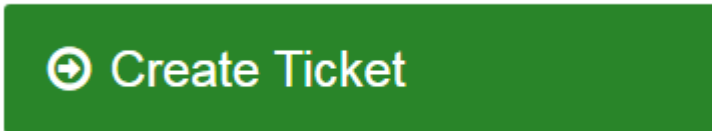


- Report IT Security Incident link to report Security Incidents (e.g. phishing, inappropriate use of confidential information)
- The *My Submitted Request(s)* link is a search page where you can search for your submitted requests.

- The *Reset My Password* link will send you to the “Password Reset and Account Unlock” create ticket page.
 - The *Search Knowledge Base* link is where the Knowledge Base articles are located for user to search for reference guides.
2. Click on the category that is most relevant to your request, the description may help identify what requests live in which categories.

Step 3. Complete the Request Form and Submit

1. Click on the service that you would like to request.
2. Read about the service request.
3. Click the Green *Create Ticket* button.



4. Complete the request form, then click on the *Request* button at the bottom of the form to submit the request.



5. Once your form is submitted, you will see that your request has been created successfully and be given options to create another request, view the request just created or view all requests you have submitted.

Request Created Successfully!

Ticket Request ID: 4436132

What do you want to do now?

[Create another request of this type](#)

[View the request you just created](#)

[View all of your ticket requests](#)

Replying to ticket notification emails:

1. Find the email sent from commenter name <SJECCD Services>. If you have multiple tickets open, check the subject line to make sure the email is in regards to the correct ticket.
2. Click **Reply**.
Note: The return email address should read SJECCDServices-AutoReply@sjeccd.edu. Please do not delete any of the original email content. The email contains a code that is required for your response to process into the ticket correctly.
3. Type your comment at the top of the email. Do not add text below the header of the original email (i.e., anywhere in the blue fields of the ticket text).
4. Click **Send**.
5. Your comment will post in the ticket and send an email notification to all parties included in the original message.

How do I comment on a ticket?

There are two ways to comment on a ticket. You can either reply to the email regarding your ticket from technician name < SJECCD Services > or you can access your ticket through the [ITSS Help Desk portal](#) and click **Comment**. Follow the steps below for commenting directly within the ticket.

1. Sign into the [ITSS Help Desk portal](#) using your Login credentials.
2. From the Home page, find the ticket you wish to update.
3. Below the ticket description, click **Comment**.
4. This will expand the **Feed** section to allow you to add a comment.
5. Type your comment and then click on the Notification field. Select the person (or people) you wish to notify. To notify the technician working your ticket, select the person whose name is followed by the word '**responsible**.'
6. Click **Save**. The person you selected will be notified that you have left a comment and the comment will display in your ticket's feed.

How do I check the status of my ticket?

1. Sign into [ITSS Help Desk portal](#) using your Login credentials.
2. A summary of your ticket(s) will display on the home page. View the **Status** column.
3. To see more details for a ticket, including the ticket's description and any comments made on the ticket, click on the title of the ticket. This will take you to a detailed view of the ticket.