



WSC Computer Helpdesk Directions

Step 1: Click on link on **WSC Website Homepage** <http://www.wsc.nodak.edu/>

Step 2: First time at helpdesk click on **New User**

Step 3: Create username & password

- **Username**= first letter first name, full last name (John Smith= jsmith)
- **Password**= can use the same password as email password so it's a familiar password
- **Phone**= number where to be contacted for questions or answers
- **Email**= email address to be contacted
- **Location**= room #
- **Department**= choose Staff & Faculty or Student
- Click **Submit**

Step 4: Logon to Helpdesk (after user is created, skip step 2 & 3)

Step 5: Click **Submit New Problem**

- Brings up new screen
- Pick the Category from the drop down box the problem falls into
 - **WSC Computer Problems**
 - **WSC Network Problems**
 - **WSC Phone Problems**
 - **WSC Server Problems**
 - **WSC Web Problems**
- Type in brief **Title** of problem
- Elaborate in much detail what problems you're having. The more information we get, the quicker we can get it solved.
Try to include:
 - What the problem is
 - How often? Or is this the first occurrence?
 - Machine type and model if possible
 - What was happening right up to the problem
 - Any error messages that show up
 - Has there been any software or hardware changes recently
 - How urgent is this problem?
 - Low, Med, High
 - Date to be completed by if possible

Step 6: **Submit Problem**

- This will send a notification email to the person in charge of that Problem Category
- Can go back later to update information on the problem by selecting **View Problem List** and type under **Enter Additional Notes**.

