Welcome to **Erie Community College's CITS Help Desk**. This help desk was created to service the Faculty, Staff and Students of Erie Community College. Erie Community College’s CITS Helpdesk is available for assisting you with technical questions and issues.

Visit our website at [helpdesk.ecc.edu](http://helpdesk.ecc.edu) a self help tool and more.

E-Mail us at [helpdesk@ecc.edu](mailto:helpdesk@ecc.edu) days, evenings and weekends.

The **Help Desk** features:

- Technical help request generation
- Online technical documentation
- A knowledge base for frequently asked questions
- Software downloads
- Information page that includes an online phone directory, forms and college information

To visit the **Help Desk**:

1. **Open** Internet Explorer.
2. **Type** [http://helpdesk.ecc.edu](http://helpdesk.ecc.edu) on the address line and **press** the **Enter** key.

   The website will appear as shown here:

   ![Help Desk Website](image)

3. To enter the **Help Desk**, **enter** your **Windows 2000 username** and **password** (which is identical to the Network or Webmail login) and **click** **login**.

   If you are an ECC Student and do not have a network/email account, please go to the open computer lab on your campus to have one created immediately. Or you may visit [http://helpdesk.ecc.edu](http://helpdesk.ecc.edu) and **click** the link indicated on the page to request a network/email login account, as shown above.
The username for student accounts is the first six letters of your last name, your first initial, and the 2 digit day you were born. The password is last four digits of your social security number and the last two digits of the year you were born.

If you are a student who does not have a network/email account and you click to link on the page to request a network/email login account to be created for you, the following window will appear on your screen:

![Image of the window to enter information](image_url)

Enter the information requested and then click the green arrow button to submit the request.

Normally your request will be processed within 1 business day and you will be able to log in using your username and password following the convention at the top of this page.

Once you have logged in to the Help Desk, additional resources will appear on the web page:

- The links in the upper right side of the page (which are also described in the middle of the page)
- The Help Desk dropdown list with options to create a new ticket, open an existing ticket, and view your closed tickets.
Located with descriptions in main part as well as at the upper right part of the Help Desk web page, the Documentation, Software, Knowledge Base, and CITS Alerts menus offer a wealth of information:

- **Documentation** links to step-by-step instructions for using many applications at ECC.
- **Software** has direct links to downloading freeware used by faculty and students.
- **Knowledge Base** is a self help utility with answers to frequently asked questions.
- **CITS Alerts** provides information on college wide computer and phone issues, such as outages and reboots.
- **Send** and **Print** buttons allow you to send or print the page that is open.

Located on the left side of the page,

- **New Ticket** gives you the ability to create a work order, as will be described in the following pages.
- **Open Ticket** allows you to check the status of an issue by clicking the Open Tickets link and then clicking the ticket number you would like to view, update or close.
- **Closed Ticket** allows you to view your closed tickets by clicking the Closed Tickets link and then clicking the ticket number you would like to view or re-open.

**New Ticket Creation**

1. If you need service for a technology related issue, create a work order by clicking the New Ticket link. This will open a new ticket and automatically pull your information from a database.
2. Check this information for accuracy. If any information is incorrect, please note this on the ticket in the information box.
3. Next, select a Category and pick a Topic.
4. In the Briefly describe your problem text box please explain the issue and enter all information. It is better to have too much information, than not enough. If the problem is in one of the labs, please note the room and the machine number.
5. Indicate how you would like to be contacted.
6. Click the Submit button.
When you **click** the Submit button, another page pops up asking you to verify the information. If all the information is correct, **click Yes**.

If you **click No**, you will return to the previous page to correct any information.

**Clicking** the Submit button will also generate an e-mail, like the one below, with the **ticket number** to your Microsoft Outlook Inbox. The ticket number, shown in this email as 2085, is used to track and address the issue.

When an issue is resolved, you will receive another e-mail; this time stating that the ticket is closed. You can **click** the link, **log in** with your **username** and **password**, and check on the response the issue.

The Help Desk website is available as a service to faculty, staff and students. This communication tool has been developed to meet the evolving technical needs of the college community.