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 a self help tool and more.
Call us at 851-1835 8AM-4PM Monday thru Friday
E-Mail us at 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 on the address line and **press** the Enter key.

   The website will appear as shown here:

   ![Help Desk Website Screenshot]

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**.

   ![Login Screen Screenshot]
Faculty/Staff having problems logging in should please call the Help Desk at 1835.

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. These include 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 by clicking the New Ticket button and then submitting the request 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. This will be described in the following pages.
- **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. This will be described in the following pages.
- **Documentation** links directly to help documents. Clicking on a listing will display the information in Adobe Acrobat in .pdf format.
- **Information** links to various resources.
  - A phone directory search web page
  - The ECC Phone Directory Table of Contents which contains links to print out each part of the ECC Phone Directory. This will open in Adobe Acrobat in .pdf format.
  - Room Search to find the room availability and request room reservations at any campus.
  - Event Search to find information on events held in any room on each campus.

### 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. As soon as you choose a topic, the page will expand to show user information at the top and allow you to include a description of the problem at the bottom.
5. 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.

6. Indicate how you would like to be contacted.

7. **Click** the **Submit** button. When you click the **Submit** button, another page pops up asking you to verify the information.

8. If all the information is correct, **click Yes** and a page will appear with your ticket number.

   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 2115, 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.

**Open Tickets**

You may check the status of, add to and close any of your open tickets.

1. **Click Open Tickets** or, if displayed in the main part of the page, **click Check status of an existing open ticket**.

2. All of your open tickets will display on the page.

3. **Click** on the **ticket number** you would like to view.
4. You may now **click close** to close the ticket or **click add** to add additional information to your ticket.

If you add to your ticket, another window will appear in which you may enter more information and then **click submit** and you will be returned to the previous page.

When you close a ticket, a window will appear like the one in which you may add additional information. **Enter your reason the ticket is being closed** and then **click submit**. You will be returned to the **Main Menu Help Desk** screen, asshown below.

### Closed Tickets

You may view or reopen closed tickets.

1. **Click Closed Tickets** or, if displayed in the main part of the page, **click Check an existing closed ticket**.
2. All of your open tickets will display on the page.

3. **Click** on the ticket **number** you would like to view.

The next page will display the information about the closed ticket.

4. You may reopen the ticket by **clicking** the **Reopen Ticket** button. After you click, you will see a “Thank you” page and then be automatically returned to the **Main Help Desk Menu** page.

5. To return to the **Main Help Desk Menu** page from the closed ticket, **click** **Back to Main Menu**.

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.