

IT Services HelpDesk System

July 2017

We now have an automated incident reporting system by which users can submit their IT service requests *and* keep track of those requests as well.

The HelpDesk link can be found on the District webpage and will also be pushed out as a desktop icon on district computers.

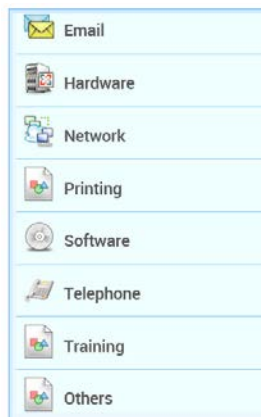
1. Log on using your OCS D username and password.



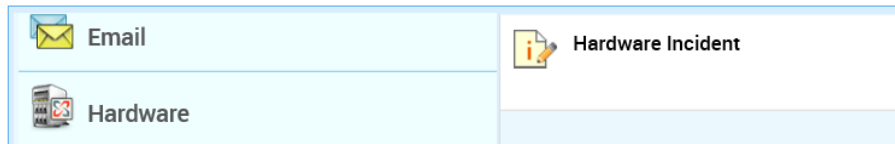
2. Click the "Submit your Request" icon to proceed.



3. Select the appropriate problem category from the list:



4. Click the corresponding “incident” link on the right



5. Your name will automatically populate. Please complete the *'d fields. You can paste a screen shot into the “Description” area to give us more information.

New Request Change Template Hardware Incident

Requester Details

*Name Asset(s)

*Building

*Subject

Description

6. Include an attachment if desired. Then click “Add Request”.

Attachments :

7. Click the Home icon to return to your Portal home page.



8. Click “Requests” to see the status of your requests.

