Submit a ticket to ctcLink Service Desk
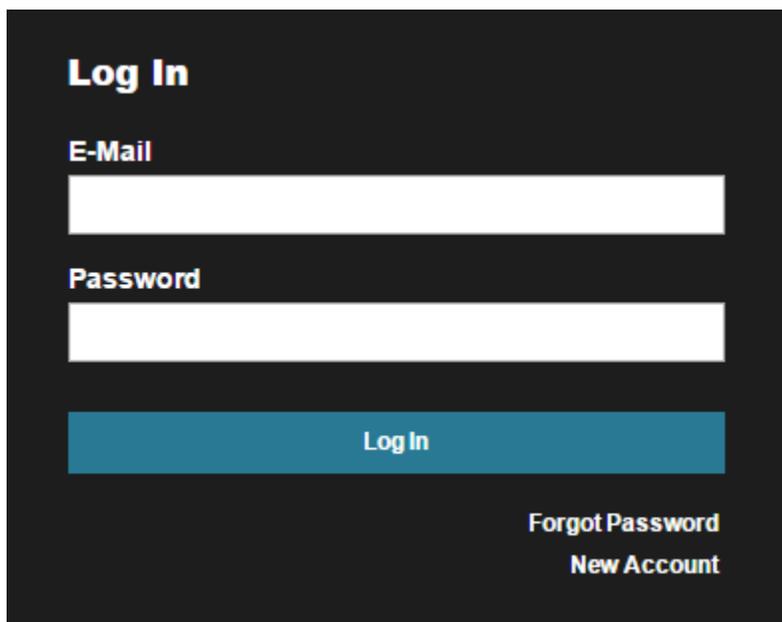
You can submit a ctcLink Service Desk ticket using the Web Help Desk web console as described below.

Log in to the Web Help Desk Web Console

1. Open a Web browser.

2. Enter your Web Help Desk URL.

   https://servicedesk.sbctc.edu

   The Log In screen displays.

   Log In

   E-Mail

   Password

   Log In
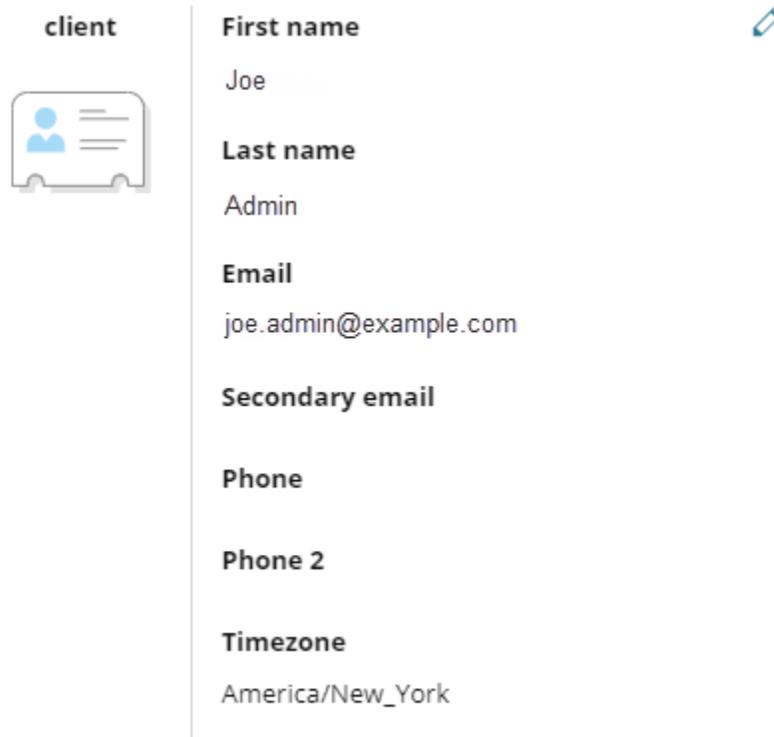
   Forgot Password
   New Account

3. If you have an account, enter your login ID and password and click Log In.

   Most ctcLink Service Desk users will login using their ctcLink EmplID and Password. However, some legacy users (users from colleges that have not yet migrated to the ctcLink system) will login via existing accounts that are not related to ctcLink.

Review and update your Web Help Desk profile

Your profile includes contact information (such as email and cell phone) and preferences. Edit your profile to add or update the information. Your profile information will be used to contact you about requests. SolarWinds recommends reviewing your profile before you create your first request.

1. In the Web Help Desk console toolbar, click Profile to display your profile.

2. Verify that your contact information is correct.

   You can also enter additional contact information. For example, you can add a secondary email or phone number.

3. Click Save to save any changes.

Create a ticket using the web console

1. If the Help Request page is not displayed, click Request in the Web Help Desk console toolbar.

Help Request

Request Type [▼]

Subject [   ]

Request Detail [   ]

Location [▼]   Room [▼]

[Save]   [Cancel]

2. Select the Request Type option that best describes the reason for your request, and choose any subcategory fields that may display.

3. Enter a brief description of your request in the Subject field.

4. In the Request Detail section, provide a detailed explanation of your request or problem.

5. If you have supporting documents such as log files, screen shots, or configuration files, click Add File and attach them to the request.

6. Verify that your Location is correct.

8. Complete any additional fields associated with the selected Request Type. A blue information icon identifies the required fields.

9. Click Save to create the ticket.

   The system will send you a confirmation message containing your ticket number.

Locate a ticket

In the Web Help Desk console toolbar, click History.

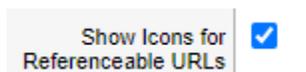The History screen lists all entered tickets.

Beginning in Web Help Desk 12.7, the History screen now includes filters that allow you to sort your tickets based on status and request type. The new drop-down menu provides additional sorting options, allowing you to sort the ticket history by updated status, ID number, and subject.

Opening tickets in a separate window

The History window displays the ☐ icon for each ticket. Click the icon to open a ticket in a separate window.

If the icon does not display in the window, do the following:

1. Log in to Web Help Desk.

2. Click Setup > General > Options.

3. Select the Show Icons for Referenceable URLs checkbox.

4. Click Save.

Search for a ticket

In the Search field, enter the ticket number, ticket status, or a group of words contained in the Subject or Request Details fields, and then click Search.

The Ticket History page displays a list of tickets that match the search criteria.

A blue dot next to the ticket number indicates that the ticket was updated by the tech (the person responsible for resolving issues), and you have not viewed the new information.

Sort the list of tickets

Click a filter heading to sort by the values in that drop-down list.

Add information to a ticket using the web console

You can add information to a ticket by adding notes or attaching files.

1. Click History in the toolbar.

2. Locate the targeted ticket.

3. Click the ticket to display the ticket details in the right column.
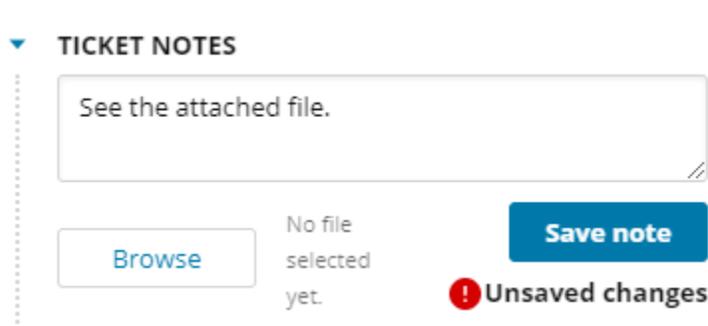
4. Update the ticket notes or request details.

Ticket Notes

Under Ticket Notes, you can add a note and then attach files to the note.

Add a note

1. Under Ticket Notes, add a note in the text box.

   A message displays, prompting you to save your changes.

2. Click Save note.

   The note text displays under Ticket Notes, and the tech is notified.

Attach a file to a note

1. Under Ticket Notes, click Browse and select a file.

2. In the text box, add a note in the text box regarding the file.

   A message displays, prompting you to save your changes.

3. Click Save note.

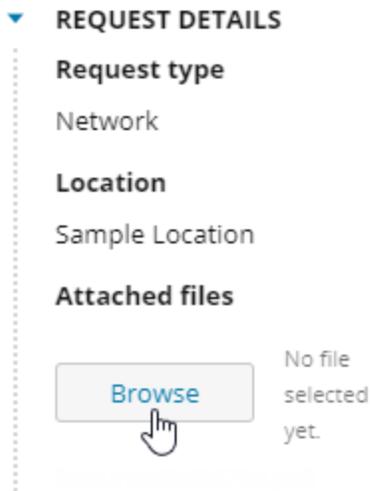The file displays under Note Attachments, and the tech is notified.

Request Details

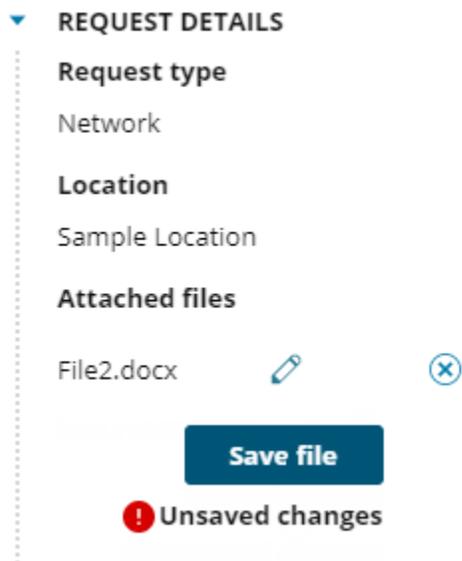Under Request Details, you can add an attachment.

Attach a file

1. Click Browse.

2. Locate and double-click the file.

   A message displays, prompting you to save your changes.

3. Click Save file.

   The file is saved, and the assigned tech is notified.

Request type

Network

Location

Sample Location

Attached files

| Browse | No file selected yet. |

File2.docx ⬇

Click ⬇ to save the file to your system.

Add notes to a ticket using email

Web Help Desk can send emails when a change is made to your ticket. For example, if a tech needs additional information, the tech can add a note to describe the required information and Web Help Desk sends an email to request it.

You can add a note to the ticket from the email.

1. Click the Add Note link in the body of the email.

   Do **not** reply to the email.

   A new email is created.

2. Replace the email text with the note you want to add.
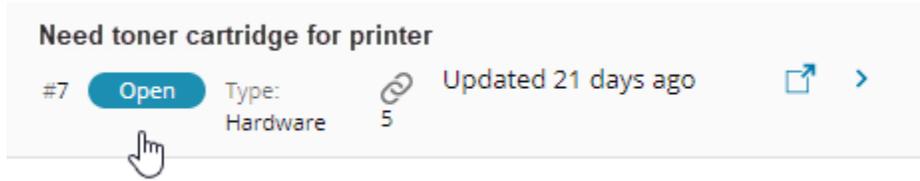
3. Send the email.

   Web Help Desk automatically updates the ticket and notifies the assigned tech that new information is available.

Cancel a ticket

If you no longer need the requested service, you can cancel the ticket.

1. Click History in the toolbar.

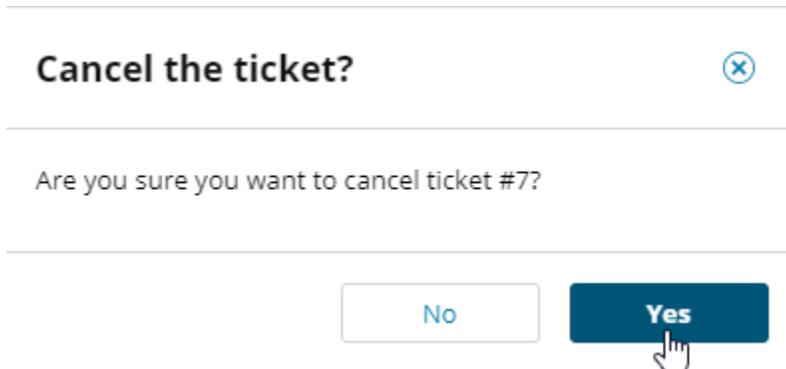2. Click the targeted ticket to display the ticket details.

For example, ticket #7.

Need toner cartridge for printer

#7 Open Type: Hardware 5 Updated 21 days ago

3. Under Ticket Details, click Cancel ticket.

TICKET DETAILS

#7 Open   Cancel ticket

4. Click Yes to confirm.

Cancel the ticket?

Are you sure you want to cancel ticket #7?

No   Yes

The ticket status is changed to Canceled and the assigned tech is notified.

Close a ticket

When the assigned tech resolves your request, Web Help Desk sends you an email. The email contains notes to describe what was done to resolve the reported issue, or what was provided to complete your service request.

If you are **satisfied** with the resolution:

1. Click Yes to close the ticket.

2. Click Send to send the generated email.

   You will receive an email confirmation that the ticket is closed.

If you are **not satisfied** with the resolution:

1. Click No to notify the assigned tech.

2. Click Send to send the generated email.