



SOUTHWESTERN
AN OREGON COMMUNITY COLLEGE

**Let's
Put In
A Help
Desk
Request!**





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First...

Click here:

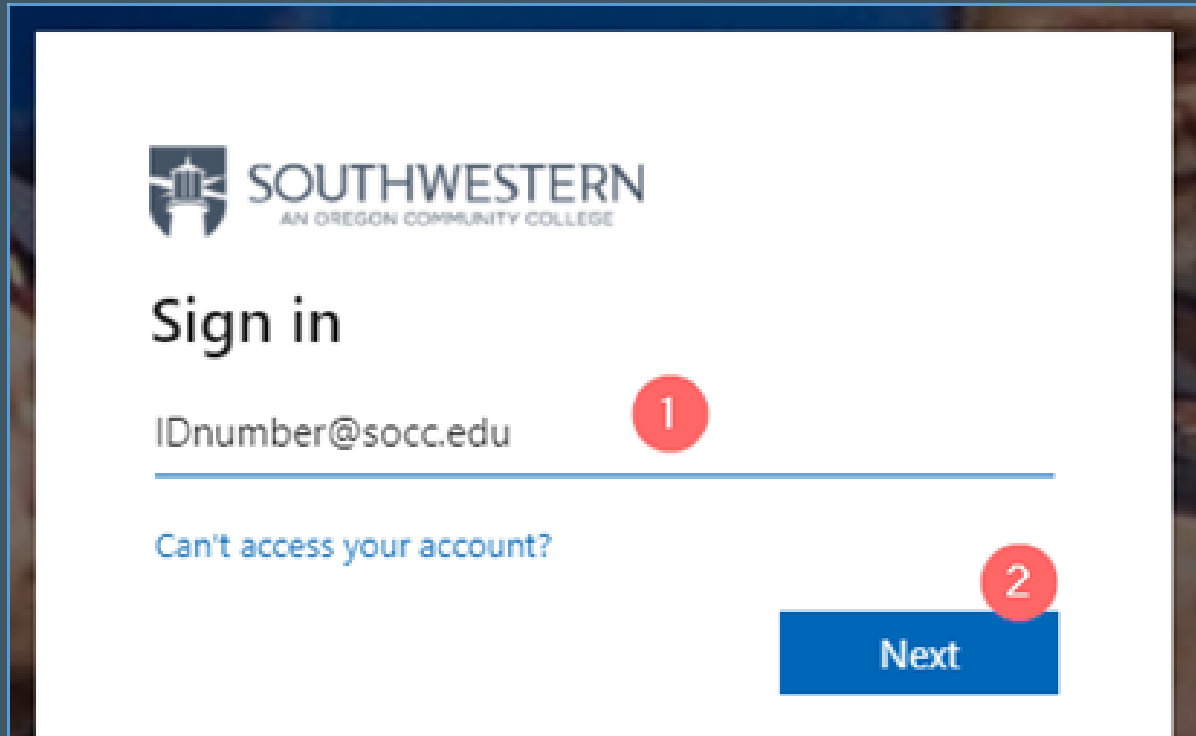
SWOCC HELP DESK





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1

Enter your email as shown (staff)

Students, please use IDnumber@email.socc.edu

2



Click Next



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You may get another prompt to enter your credentials, if so...

Sign in
https://sso.socc.edu

Username IDnumber@socc.edu

Password

Sign in Cancel

1

Staff: IDnumber@socc.edu
Students: IDnumber@email.socc.edu

2

Enter MyLakerLink Password

3

Click Sign in





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You should land on this page!

Maint Request | **IT Request** | My Requests | Settings

HELP

IT Request

Access Help Desk to create an IT request or review your previously submitted request.

[Go To Help Desk](#)

Maint Request | My Requests | Settings

SID: SD-PD-MSBWEB-03
DID: 4
CUA: Chrome

Conditions Of Use | Privacy Policy | Security Statement

Help | Logout

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Click: Go To Help Desk





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Congratulations! You have reached the SWOCC Help Desk!

SOUTHWESTERN Help Desk Home Logout --Select Product--

[New Ticket](#) [My Tickets](#)

Help Desk New Request

Overview

Instructions

Please complete the following form to submit your IT ticket.

You may also contact IT during business hours (Mon - Fri, 7am - 5pm) at 541-858-7000.

Scheduled Maintenance

No maintenance is currently scheduled at this time.

Ticket Details

| | | | |
|------------|-------------------------------------|--------------|----------------------|
| Work Type: | <input type="text" value="Choose"/> | Description: | <input type="text"/> |
| Location: | <input type="text" value="Choose"/> | | |
| Building: | <input type="text" value="Choose"/> | | |
| Room: | <input type="text"/> | | |



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Now Select the **Work Type**, **Location** (Campus), **Building**, and **Room Number**

^ Ticket Details

| | | |
|------------|---|---|
| Work Type: | <input type="text" value="g-Microsoft 365"/> | ▼ |
| Location: | <input type="text"/> | ▼ |
| Building: | <input type="text" value="Brookings Campus"/> | ▼ |
| Room: | <input type="text" value="Coos Bay Campus"/> | ▼ |



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Please enter a detailed description of your problem in the Description area

▼
▼
▼
□

Description: This is a detailed description of the issue that includes steps taken attempting to solve the issue as well as how to replicate the issue.



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Click: Create Ticket

Create Ticket

Reset

Now you will arrive on the "My Tickets" page. Here you can see the ticket you've just created.

The screenshot displays the 'My Tickets' page in the Southwestern Help Desk. The page header includes the Southwestern logo, 'Help Desk', and navigation links for 'Home' and 'Logout'. Below the header, there are tabs for 'New Ticket' and 'My Tickets', with 'My Tickets' being the active tab. A sub-header indicates 'Tickets I Have Submitted'.

The main content area is divided into three sections:

- Ticket Details:** Shows the ticket ID as '4', the work type as 'Microsoft 365', and the date submitted as '5/19/21 9:45 AM'. The reporter is Michael Enriquez (michael.enriquez@swcc.edu). The location is Coos Bay Campus, Building B2, and Room B2. The description field contains the text: 'This is a detailed description of the issue that includes steps taken attempting to solve the issue as well as how to replicate the issue.'
- Resolution:** This section is currently empty.
- Workflow:** Shows the ticket's status as 'New Request', priority as 'Medium', and assigned to 'Unassigned'. It also shows the last updated time as '5/19/21 9:45 AM' and the last updated by as 'michael.enriquez@swcc.edu'.

At the bottom of the page, there are several action buttons: 'Apply', 'Save', 'Cancel Ticket', 'Clone Ticket', 'Reset', and 'Close'.



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All Done!

**If you are still experiencing
difficulty signing in, try
giving SWOCC Tech Support
a call.**

541-888-7999

M-F, 8am-8pm

Except on holidays or when the campus is closed.

*If you found this helpful please share with
a friend who needs it!*