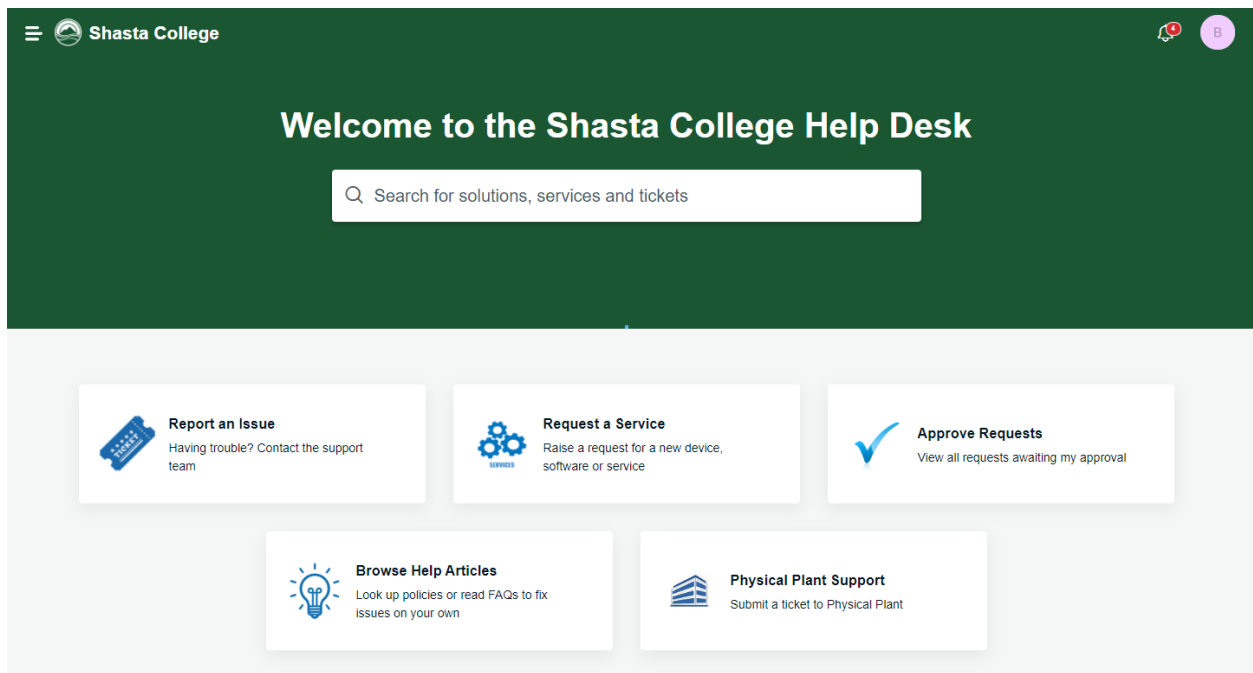


Welcome to the New Shasta College Help Desk

Overview:

You can access the new Shasta College Help Desk by either going through the Portal and locating the tile labeled Shasta College Help Desk or by navigating to the following link: helpdesk.shastacollege.edu

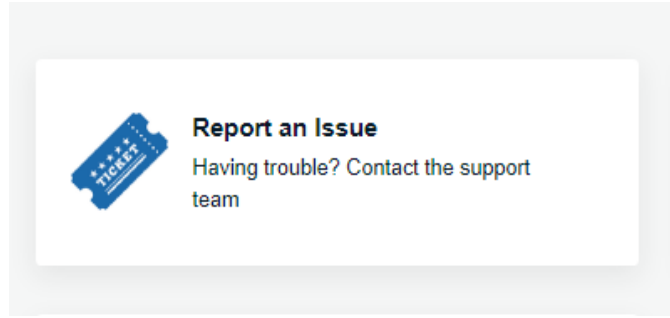
Once you've logged, you'll see the following screen. This is the main support portal to the new Help Desk.



All tiles are configured to provide the following service:

- **Report an issue:** IT-Incidents
- **Request a Service:** IT-reports, software, purchases, etc..
- **Approve Requests:** Management approvals
- **Browse Help Articles:** FAQ's and "How-To's"
- **Physical Plant Support:** All physical plant service requests

Report an Issue: (Incidents)



After clicking the **“Report an Issue”** tile, you’ll be taken to the following page to fill out a support ticket.

[Home](#) > Report an Issue

Report an Issue

Search a requester*

Email

Category

...

Subject*

Description*

B*i*U |≡ ▾ ≡ ▾ A ✎ ≡ ≡ 🔗 📁 ✖

Enter your reply

Attach a file (File size < 25 MB)

Campus

...

Due Date

MM-DD-YYYY

Urgency

Low ▾

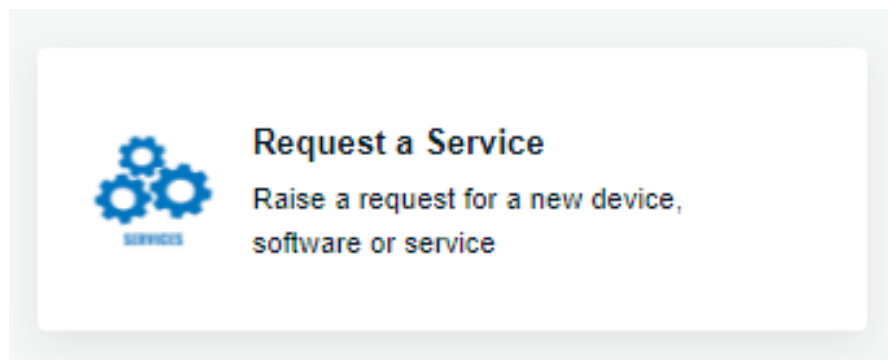
Cancel

Submit

Based on the categories you select; you'll be presented with various options to choose from to help get your ticket to the right team. Once you've filled out your ticket with as much detail about the problem as possible, you'll click submit and the ticket will be routed to the appropriate agent to help get your issue resolved.


Request a Service: (Reports, Software, Maintenance, Purchasing, Etc..)

Maybe you don't have an issue, you would just like to request something from the Support Team. This is when you'll click on the tile labeled **Request a Service**.



After clicking the “**Request a Service**” tile, you’ll be taken to our Service Catalog where you can go through all the services we provide. Use the links on the left to help filter the service you’re looking for by category. Each service request item is different, based on the service, and some items may have more options than others. Use the drop-down menus to help select the service you are requesting, when finished click the “**Place Request**” button to have your ticket submitted to the appropriate Support Team.


[Home](#) > [Service Catalog](#)


 **Service Catalog**
Raise a request for a new device, software or service


All Service Items >


[Application/Software](#)
[Canvas - SC Online](#)
[Colleague](#)
[College Website](#)
[Documents/Storage](#)
[HR Management](#)
[Intranet/Sharepoint](#)
[MyShasta/Portal](#)
[Phone/Voicemail](#)
[Reports](#)
[Technology Equipment](#)
[User Accounts](#)
[Physical Plant](#)


ALL SERVICE ITEMS


 Adobe/Acrobat Pro Re...


 Audio/Speakers Reque...


 Bank Mobile Request


 Campus Logic Request


 Canvas Zoom Requests
Canvas-Zoom


 Colleague Request


 Computer/Laptop Requ...


 Deactivate Employee ...
HR Use Only


 Document Camera Requ...


 Documents/Storage Re...


 Docuware Request


 Dynamic Forms Reques...


 Employee Email Reque...
Employee Email

 Flipgrid Requests

 GlobalProtect VPN Re...

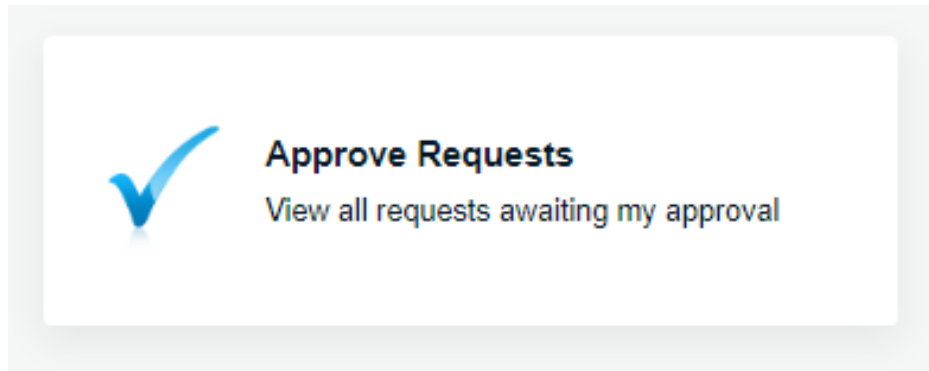
 HR Name Change Reque...
HR Use Only

 IFS Request
Shasta College IFS site

 Intranet/Sharepoint ...
Sharepoint - Intranet

Approve Requests: (Management Approval Section)

If you happen to be a supervisor or Reporting Manager, you'll see an additional tile on your main portal page labeled Approve Requests. This is where you will come to either approve or reject pending request items.



[Home](#) > [My Pending Approvals](#)

My Pending Approvals ▾

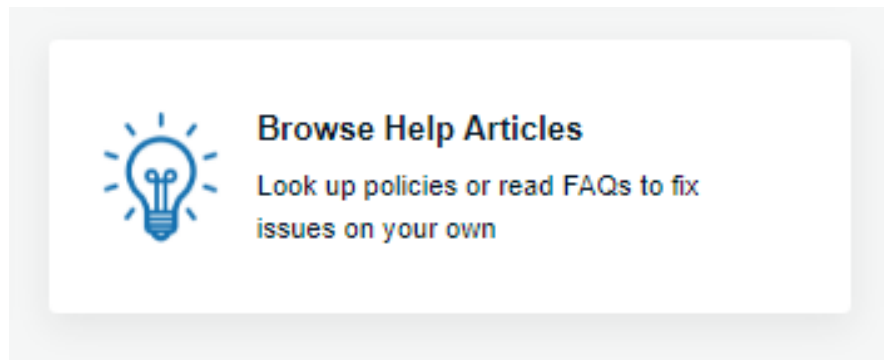


Looks like you don't have any approvals

Once you click the **Approve Requests** tile, you'll be able to view and manage the approvals waiting for your action.

Browse Help Articles: (FAQ's and How-To's)

We also have a variety of Help Articles in our Knowledgebase Solutions to help you find the answers you're looking for. To view the Help Articles, click on the tile labeled **Browse Help Articles**.



The most popular articles are shown first, but you can use the search feature at the top of the page or the navigation links on the left side to drill down and find exactly what you're looking for.

A screenshot of the Shasta College Knowledgebase Solutions page. The header includes the Shasta College logo, a search bar, and a "New" button. The main content area is titled "Solutions" and features a "Popular Articles" section. On the left, there is a navigation menu with categories like General, Application/Software, Colleague, College Website/SharePoint Intr..., MyShasta/Portal, User Accounts, Technology Equipment, and Network/Internet. The "Popular Articles" section displays five articles: "Rebranding SC photos", "Freshservice End-User Guide", "How do I access public or shared calendars in Outlook?", "How do I take a screenshot of the image on my screen?", and "How do I set PDF's to open in Adobe Reader or Adobe Pro?".

Shasta College

Home > Solutions

Solutions
Look up policies or read FAQs to fix issues on your own

★ Popular Articles >

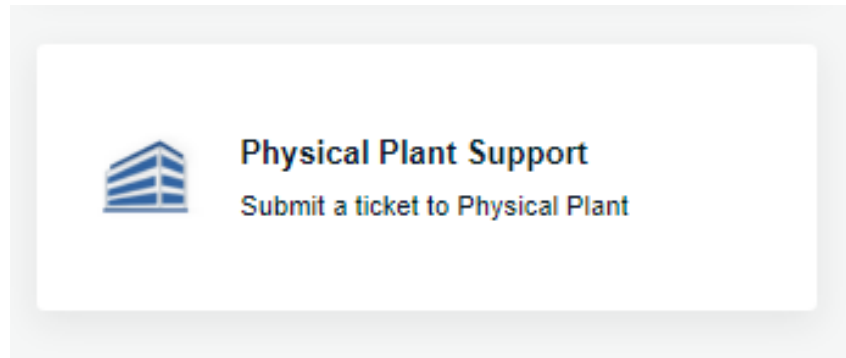
- General
- Application/Software
- Colleague
- College Website/SharePoint Intr...
- MyShasta/Portal
- User Accounts
- Technology Equipment
- Network/Internet

POPULAR ARTICLES

- Rebranding SC photos**
....
- Freshservice End-User Guide**
Please refer to the attached documentation for an end-user guide to the new Freshservice HelpDesk....
- How do I access public or shared calendars in Outlook?**
This guide will walk you through adding public folders and shared calendars in Outlook.
- How do I take a screenshot of the image on my screen?**
You have two options for taking a screenshot: 1. Using the snipping tool that comes with the Op...
- How do I set PDF's to open in Adobe Reader or Adobe Pro?**
My Adobe Reader Software is not working appropriately. All of my pdf's are now opening in a Micros...


Physical Plant Support: (All Physical Plant Service Requests)

To streamline our support services, we've integrated with Physical Plant and all issues/requests will now be going through the same Help Desk system. To submit a ticket to Physical Plant, you'll click on the tile labeled **Physical Plant Support**.



Just like the other incident and request tickets, you'll choose from a variety of options, provide as much detail as possible, then click **Place Request** to submit the ticket to Physical Plant.

[Home](#) > [Request New Service](#) > [Physical Plant](#) > Physical Plant Request



Physical Plant Request

[Read more](#)

Location *

...

Specific Room Number *

Please Provide Supervisor Email Here *


Please enter 2 or more characters


Please select one of the following options *

...

Please provide as much detailed information for this request as possible *

Due Date

MM-DD-YYYY 

 [Attach a file](#) (File size < 25 MB)

[Place Request](#)