

Web Help Desk

The Office of Information Technology is pleased to announce Web Help Desk. Web Help Desk allows you the ability to enter trouble tickets directly, track and monitor your tickets and access a knowledge base of frequently asked questions. The following provides instructions on using the Web Help Desk application.

There are several ways to submit a request to the Help Desk:

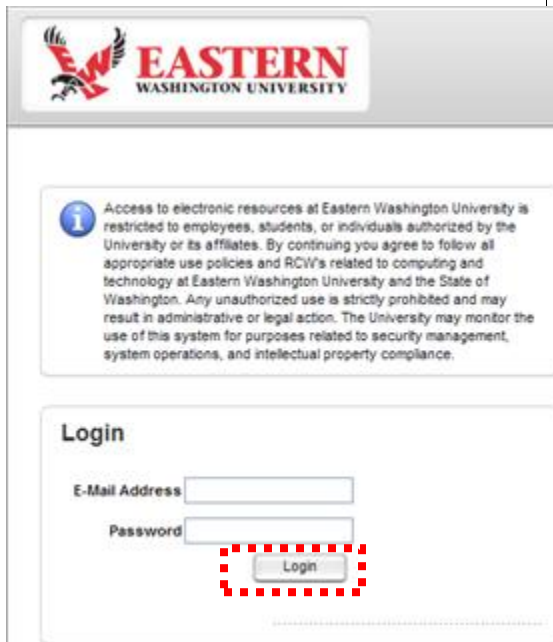
- Enter the request directly in Web Help Desk (instructions below).
- Email **HelpDesk@ewu.edu** (be sure to include a description of the problem, your phone number, and your location). Your email automatically generates a ticket in Web Help Desk and a response email is sent (instructions below)
- Call 359-2247 for urgent or emergency issues. Calling only for emergencies or urgent issues helps ensure that the lines are open when you need immediate assistance.

Logging into Web Help Desk

1. Access the Help Desk web page at <http://helpdesk.ewu.edu> and click on the **Web Help Desk** link to log into Web Help Desk.

- Or access the Web Help Desk directly at: <https://whd.ewu.edu>.

2. Enter your EWU email address and password. Click **Login**.



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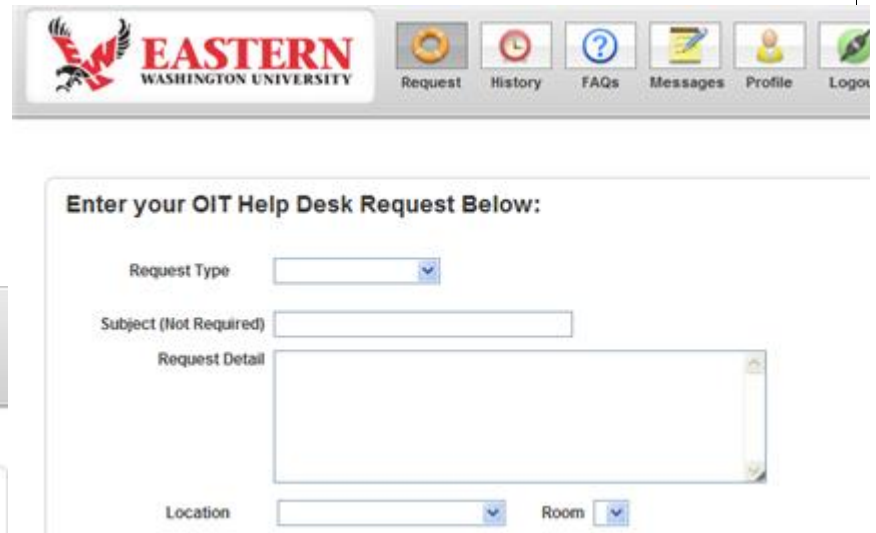
Access to electronic resources at Eastern Washington University is restricted to employees, students, or individuals authorized by the University or its affiliates. By continuing you agree to follow all appropriate use policies and RCW's related to computing and technology at Eastern Washington University and the State of Washington. Any unauthorized use is strictly prohibited and may result in administrative or legal action. The University may monitor the use of this system for purposes related to security management, system operations, and intellectual property compliance.

Login

E-Mail Address

Password

3. The **Help Request** page displays.



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Request History FAQs Messages Profile Logout

Enter your OIT Help Desk Request Below:

Request Type

Subject (Not Required)

Request Detail

Location Room

Creating a Ticket in Web Help Desk

1. Log into Web Help Desk.
2. The **Help Desk Request** screen displays.

Enter your OIT Help Desk Request Below:

Request Type

Subject (Not Required)

Request Detail

Location Room

3. Select **Customer Requests** from the **Request Type** drop-down list.

Enter your OIT Help Desk Request Below:

Request Type

Subject (Not Required)

4. From the second **Request Type** field select the type of help needed from the drop-down list.

Request Type

Instructions

Request Detail

5. Depending on the **Request Type** selected, additional fields display.

6. Enter all applicable fields including **Subject, Request Detail, and Location. Note:** It is important to complete as much information as possible including specific request detail, phone number and location.

Enter your OIT Help Desk Request Below:

Request Type

Subject (Not Required)

Instructions

Request Detail

Customer Phone Number*

Attachments

Location Room

Note: Applicable FAQs display on the right hand side of the page depending on the **Request Type** selected.

Related FAQs

- I heard about a new service for students called Student VPN. What is it for? Why would I need to use...
- Summer quarter access to Student Technology Services
- How can I use mail clients, such as Thunderbird and Outlook, with Microsoft Live@edu?
- Which username/password is used to login to the computer when I come to work?
- My CMS password isn't working

1-5 of 13 items

7. Click the **Save** icon (bottom right hand side of the page) to submit the ticket.



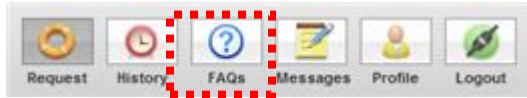
- The following response displays.

Thank You!

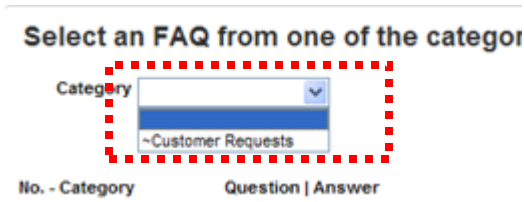
Your ticket number is **908**.
You can use the History button above to check the status of your ticket.

Using FAQs

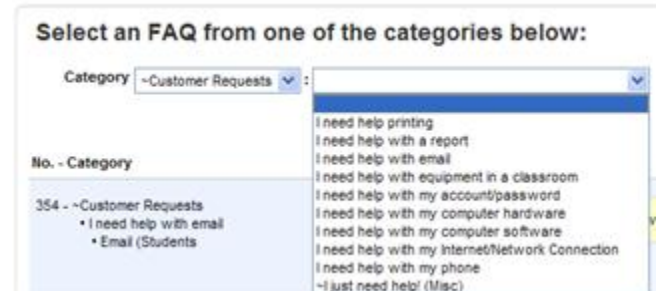
1. From the main tool bar click the **FAQs** icon.



2. Select **Customer Requests** from the **Category** drop-down list. An additional Category field displays.



3. Select the type of help needed from the second **Category** field drop down list. If a category is not selected all FAQs display.



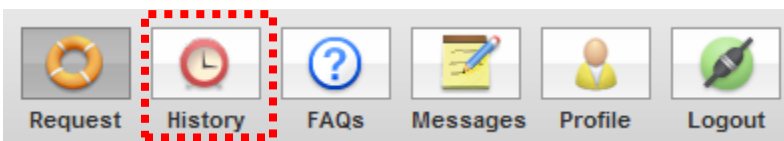
4. Click the **Search** button to display all FAQs for the category selected. Click **Show Answer** to display the desired answer.



Note: Additional key word searches can be made using the **Contains** field and **FAQ#** fields.

Viewing Ticket History

1. Click the **History** icon.



2. All tickets display

Ticket History

Ticket No. Status Contains

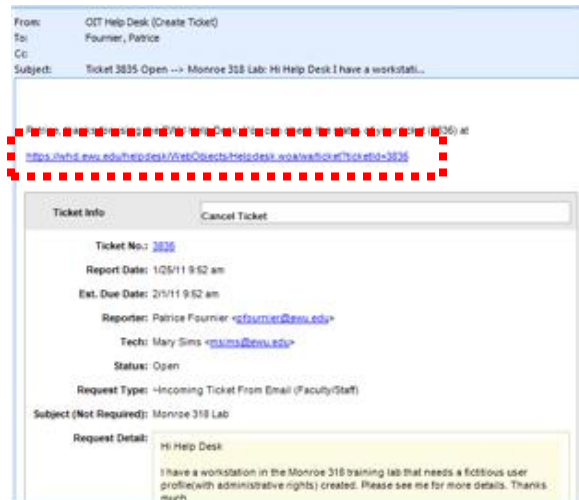
No. ↑	Date	Updated	Status	Request Detail
3944	1/26/11	1/31/11	Closed	Domain Membership: Machine ITDWX-035494 in Patrice's training lab seems to have dropped off the doma... J. Novo: At first the computer seemed to have lost its binding the the d...
3835	1/25/11	2/7/11	Closed	Monroe 318 Lab: Hi Help Desk I have a workstation in the Monroe 318 training lab that needs a ficti...
185	11/4/10	11/12/10	Closed	Re-image: MAC Book PRO needs to be re-image. Jack knows that she needs her machine re-image and Bill... R. Quin: 11/5/10 Removed malware and viruses. Rebuilt user account. rg 11...

3 items

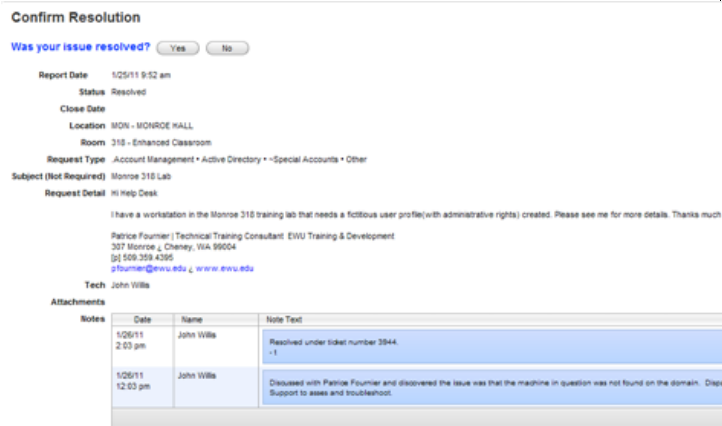
3. Tickets can also be searched using the **Ticket No.**, **Status**, and **Contains** fields.

Submitting a Ticket Via Email

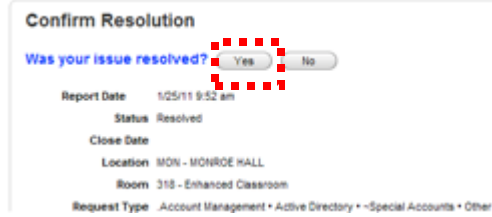
1. Email your request/issue to: **HelpDesk@ewu.edu**
 - Be sure to include a description of the problem, your phone number, and your location (for example Monroe 318).
2. An automatic email response is generated.
3. To view the ticket in Web Help Desk, click on the url in the body of the email message.



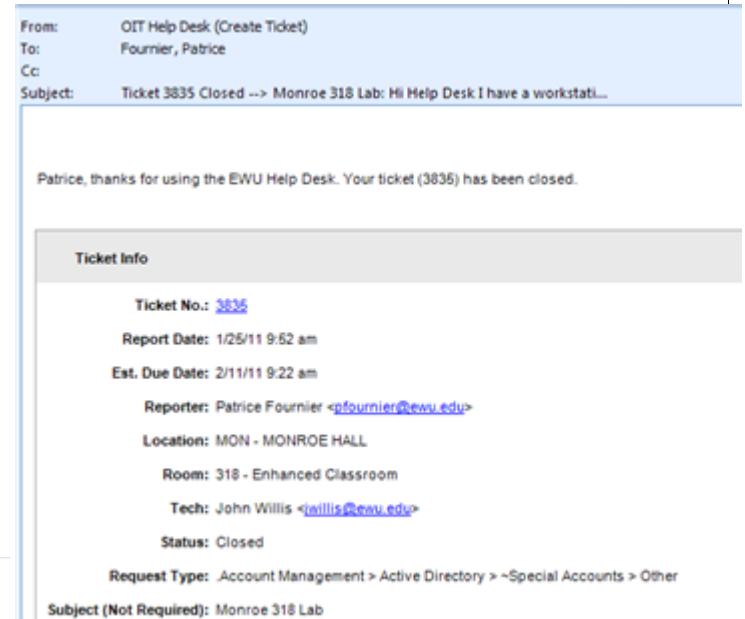
4. Log into Web Help Desk. The applicable ticket displays.



5. If the issue has been resolved click the **Yes** button.



6. When a ticket is resolved, an automatic email response is generated indicating the ticket has been closed.



- For information on tracking a ticket refer to the *Viewing Ticket History* in this Guide.