


How to Use the New Web HelpDesk portal...

Use any computer to logon to the system by opening your browser and going to <http://helpdesk.btcs.org> Note: if you do NOT have a network account, please ask another staff or faculty member to enter the request for you. This condition might exist for new members.



BTCS Help Desk - Internet Explorer

http://helpdesk.btcs.org/helpdesk/WebObjects/Helpdesk.woa/wa

File Edit View Favorites Tools Help

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BTCS Help Desk

Log In

User Name

Password

Log In

New Account Forgot Password

You must first login using the same name and password you use with your computer each day.



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Request History FAQs Messages Profile

User Profile

* Indicates required fields.

First Name*

Last Name*

E-Mail*

Secondary E-Mail

Phone

Phone 2

Location*

Room*

Time Zone America/New_York (EST)

After you login, you will be asked to complete your user profile. Simply select your location and room number and be sure to click the SAVE button. If you don't see a specific room matching yours, please select the one closest to you. Note: If you are asked for a time zone, please select America/New York (EST). Again, please remember to click the SAVE button.

You will only need to complete your profile the first time you login.

Once this is done, you will be presented with a tab at the top of the screen to “Request” help.

Under Request Type, select the building where the help is needed.

Place a short title in Subject to describe the nature of the needed request and then the details about the request. At this point, you may see a list of computers etc. to select the failed system. If not, or the request is for another product or situation, please select Hardware and Not Applicable from the dropdowns on the right of your screen. Please remember to click the **SAVE** button.

After clicking the Save button, you will immediately receive a confirmation email stating the ticket was processed and routed to a department technician who is also notified of the request via email and will schedule a visit if needed to address the request.

These request tickets are also closed by the department once action has been taken to resolve the request and you may also receive an email to confirm this event as well.

If you have any difficulties related to this new system, please contact your building technician and/or the department in order to address specific user issues.