

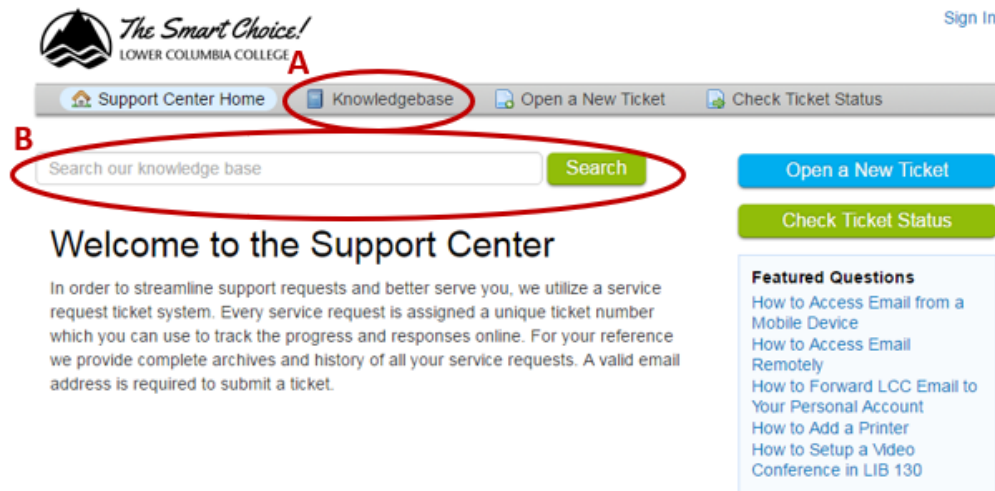
# IT Helpdesk Getting Started Guide

The IT Helpdesk is located online at: <http://helpdesk.lowercolumbia.edu>.

## Search the Knowledgebase (KB):

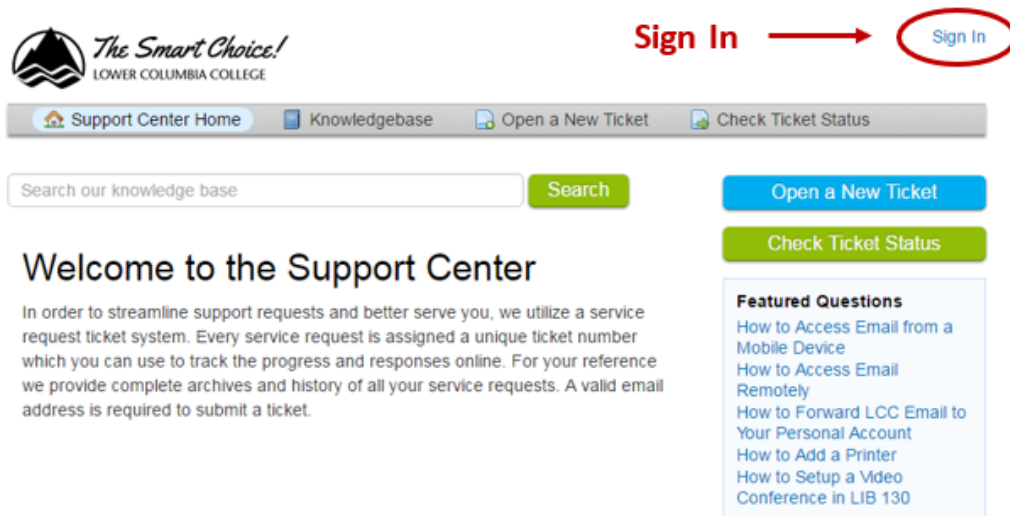
There are two different ways to search the “knowledgebase” or KB without signing in:

- A. Search the KB by Help Topic
- B. Search for a keyword or phrase



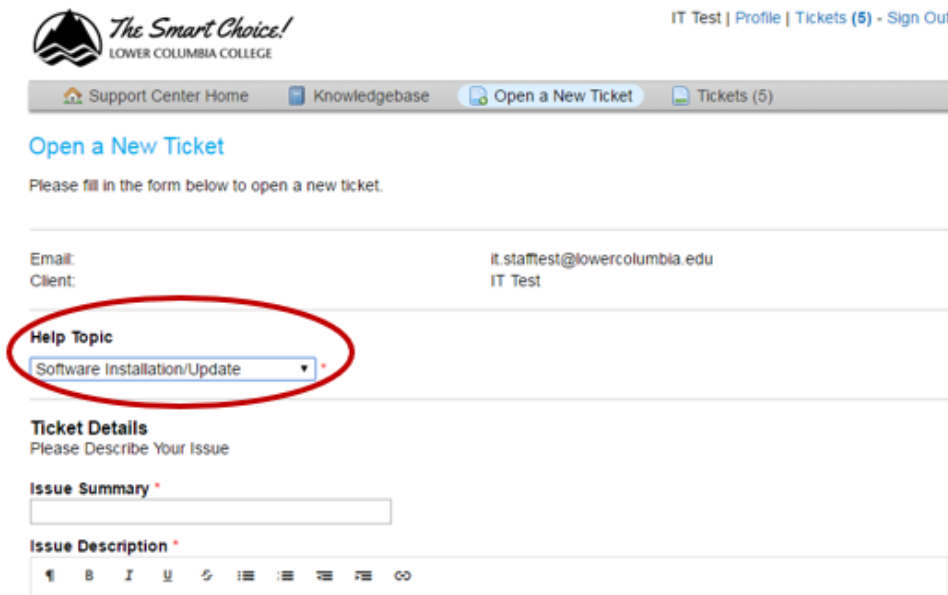
## Sign In:

Logon with the same username and password you use to logon to the college network.



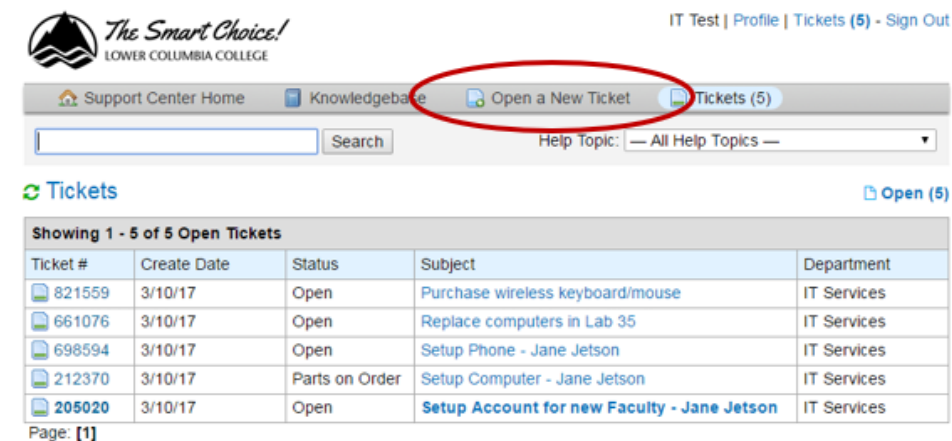
## Create a New Ticket:

Sign in to the helpdesk. If this is your first time, you will see the “Open a New Ticket” page.



1. Sign in to <https://helpdesk.lowercolumbia.edu>
2. Select a **Help Topic**
3. Enter the required information
4. Click the **Create Ticket** button

Sign in to the helpdesk. If you have submitted a service request, you will see the “Tickets” page.



| Ticket # | Create Date | Status         | Subject                                     | Department  |
|----------|-------------|----------------|---|-------------|
| 821559   | 3/10/17     | Open           | Purchase wireless keyboard/mouse            | IT Services |
| 661076   | 3/10/17     | Open           | Replace computers in Lab 35                 | IT Services |
| 698594   | 3/10/17     | Open           | Setup Phone - Jane Jetson                   | IT Services |
| 212370   | 3/10/17     | Parts on Order | Setup Computer - Jane Jetson                | IT Services |
| 205020   | 3/10/17     | Open           | Setup Account for new Faculty - Jane Jetson | IT Services |

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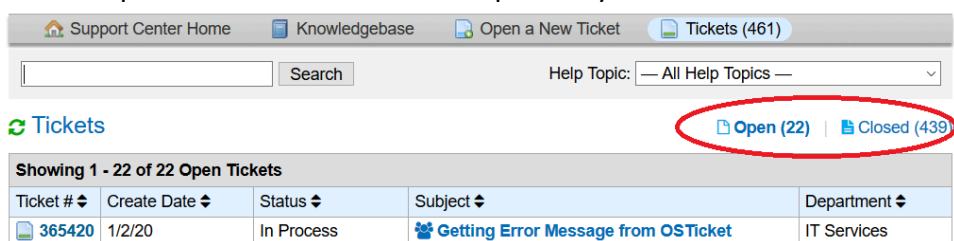
## Review Open, Resolved and Closed Tickets:

When someone adds a note or message to your ticket, you should receive an email with a reference to that ticket number. Sign in to the helpdesk to review the details on those tickets.

### Resolved vs. Closed Tickets

Once a ticket has been marked as resolved, it will no longer show up alongside the open tickets. Instead, it will show up with the closed tickets. A ticket will stay in the resolved state for 7 days and during this time it can be reopened. After 7 days, resolved tickets will be closed. Closed tickets cannot be reopened.

Sign in to the helpdesk to read the detailed replies to your tickets.



Support Center Home Knowledgebase Open a New Ticket Tickets (461)

Search Help Topic: — All Help Topics —

Tickets

Open (22) Closed (439)

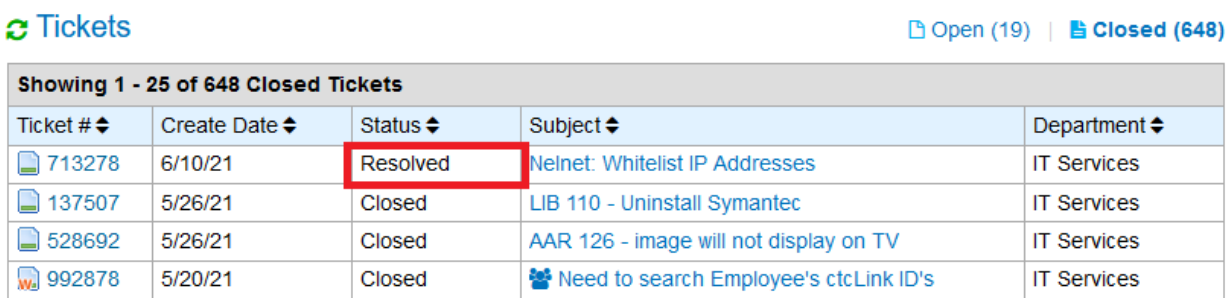
Showing 1 - 22 of 22 Open Tickets

| Ticket # | Create Date | Status     | Subject                             | Department  |
|----------|-------------|------------|-------------------------------------|-------------|
| 365420   | 1/2/20      | In Process | Getting Error Message from OSTicket | IT Services |

1. Choose **Open** or **Closed**
  - a. Select **Open** to view tickets that are currently open
  - b. Select **Closed** to view tickets that have been marked as resolved or closed.
2. Click the Ticket Number of the ticket that you want to review

## Reopen a Resolved Ticket:

1. Sign in to the helpdesk to review closed and resolved tickets.
2. Choose to view **Closed** tickets.
  - a. If the status is marked as Resolved, the ticket can be reopened.
  - b. If the status is marked as Closed, a new ticket will need to be created.



Tickets


Open (19) Closed (648)

Showing 1 - 25 of 648 Closed Tickets

| Ticket # | Create Date | Status   | Subject                                | Department  |
|----------|-------------|----------|--|-------------|
| 713278   | 6/10/21     | Resolved | Nelnet: Whitelist IP Addresses         | IT Services |
| 137507   | 5/26/21     | Closed   | LIB 110 - Uninstall Symantec           | IT Services |
| 528692   | 5/26/21     | Closed   | AAR 126 - image will not display on TV | IT Services |
| 992878   | 5/20/21     | Closed   | Need to search Employee's ctcLink ID's | IT Services |

3. Click on the **Ticket #** of a resolved ticket to view the details of that ticket.
4. Scroll to the bottom of the ticket.
5. Enter a new reply in the **Post a Reply** box.

6. Click the **Post Reply** button to reopen the ticket.

👍 Closed by  **Lienhard, Garry** with status of Resolved 6/11/21, 4:50 PM

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### Post a Reply

*To best assist you, we request that you be specific and detailed \**

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**Enter a new reply here. Then click the Post Reply button below.**

📎 Drop files here or [choose them](#)

⚠️ Ticket will be reopened on message post

**Post Reply** Reset Cancel