

## HCC Web Help Desk Request

1. Go to: [www.hcc.edu/help](http://www.hcc.edu/help) and click the **Submit a Request** link in the left hand column.



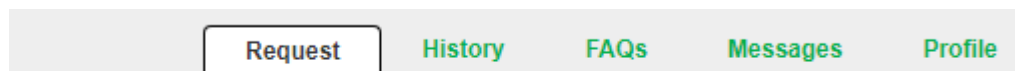
**WHO CAN HELP?**

**HCC HELPDESK - FROST 109**

413.552.2075  
helpdesk@hcc.edu  
[Submit a Request](#)

Mon - Thurs: 8:00 am - 7:00 pm  
Fri: 8:00 am - 5:30 pm  
Sat: 9:00 am - 12:00 pm

2. Login with the same credentials as your HCC Email. If you cannot access Email, contact us directly at: 413.552.2075, [helpdesk@hcc.edu](mailto:helpdesk@hcc.edu), Frost 109.
3. When filling out the form, please be as specific as possible in your **Request Detail**. Hit **Save** after you are done. We will enter your request into the log and get back to you as soon as possible.



Request History FAQs Messages Profile

### Help Request

Request Type

Request Detail

Role\*  Faculty  Staff  Student  Other

Department

HCC Asset Tag

Phone

Carbon Copy (Cc:)   Enabled

Attachments

Location  Room

4. Click the History tab to view all your tickets.

Request History **FAQs** Messages Profile

Ticket History

Ticket No.  Status **All Active** Contains

No.	Date	Updated	Status	Request Detail	Survey
<a href="#">30567</a>	6/15/17	6/15/17	Open	Getting a lot of spam	

1 item Tickets Per Page 10

5. To cancel a ticket, click the blue ticket number then the Cancel Ticket button.

Request History **FAQs** Messages Profile

**Ticket 30567**

Report Date 6/15/17 11:25 am  
Status Open  
Location Frost Building  
Room FR112  
Request Type HCC Google Email • Spam Issues  
Request Detail Getting a lot of spam  
Tech ITD Helpdesk  
HCC Asset Tag

Role\*  Faculty  Staff  Student  Other

Department **None**  
Phone   
Attachments

Date	Name	Note Text
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Carbon Copy (Cc:)   Enabled