

## 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.



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  
I forgot my password and cannot login.  
My ID is: 000123456  
DOB is: 01/01/1999  
Thank you!  
John Smith

Role\*  Faculty  
 Staff  
 Student  
 Other

Department

HCC Asset Tag

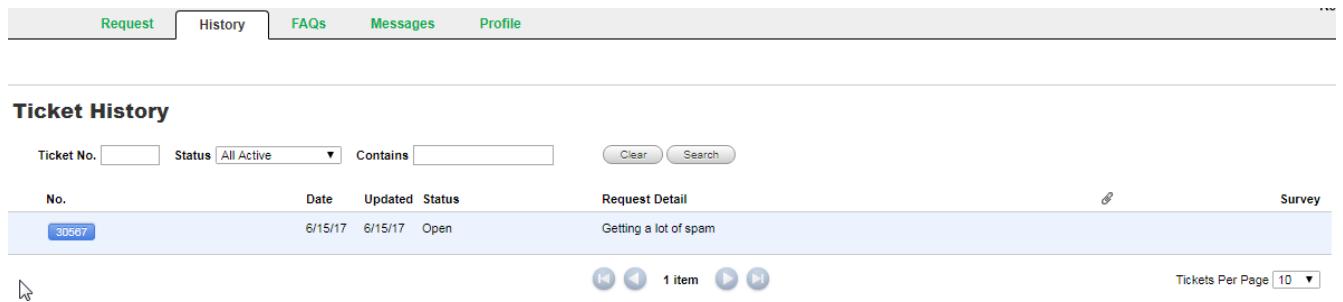
Phone

Carbon Copy (Cc:)   Enabled

Attachments

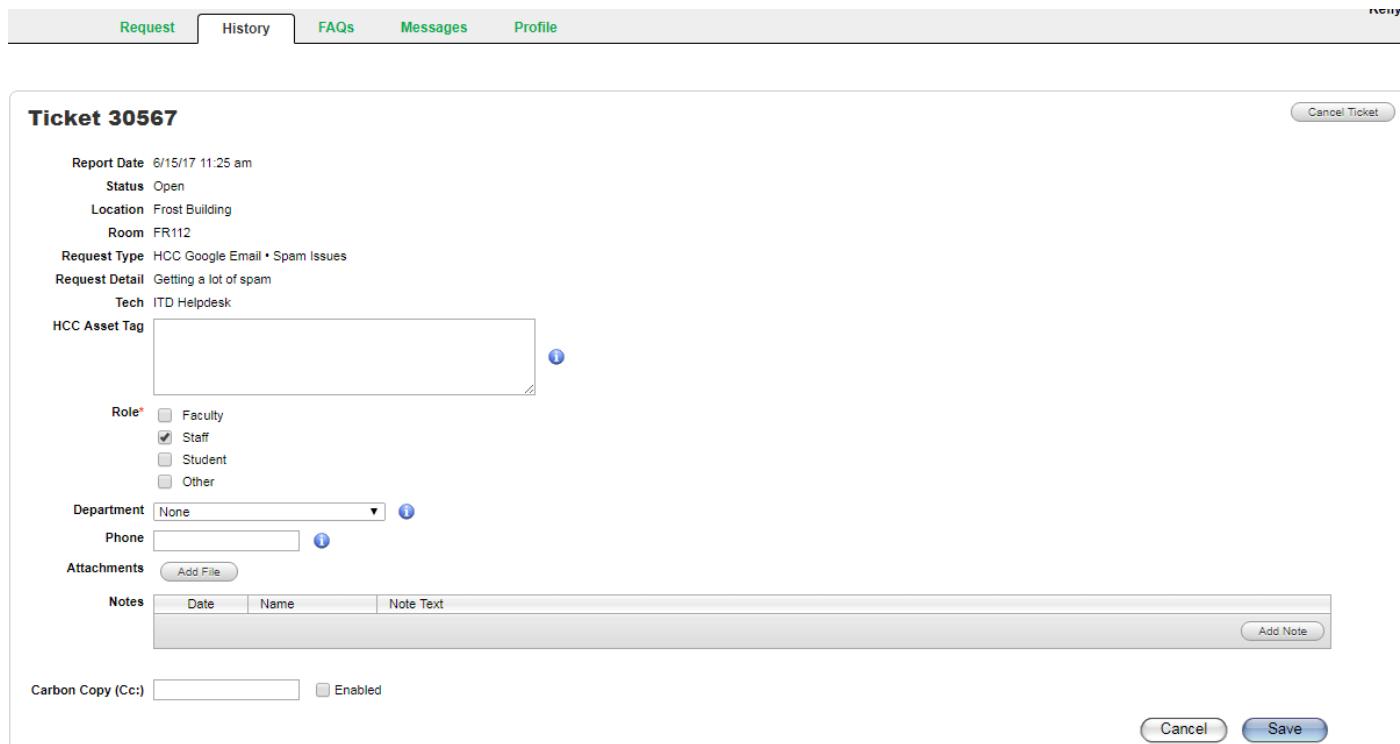
Location  Room

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



The screenshot shows a 'Ticket History' page with a table of tickets. The table has columns: No. (30567), Date (6/15/17), Updated (6/15/17), Status (Open), Request Detail (Getting a lot of spam), and Survey (link). Above the table are search filters for Ticket No., Status (All Active), Contains, Clear, and Search. Below the table are navigation buttons (first, previous, next, last) and a 'Tickets Per Page' dropdown set to 10.

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



The screenshot shows the 'Ticket 30567' edit page. It includes fields for 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), and HCC Asset Tag (text area). Below these are sections for Role (Faculty, Staff, Student, Other, checked for Staff), Department (None), Phone (text input), and Attachments (Add File). A Notes section with Date, Name, Note Text, and Add Note button is also present. At the bottom are Carbon Copy (Cc:) and Enabled checkboxes, and buttons for Cancel and Save.