

Instructional Technology and Distance Learning

HELP DESK HOW TO GUIDE FOR STUDENTS



Student *How To* Guide

Logging in:

1. Go to <http://helpdesk.southcollegetn.edu>
2. Type your Network Username and Password.
3. Click the *Login* Button.

A screenshot of a web-based login form titled 'Login'. The form contains the following elements: a 'User Name' field with the text 'jglaab' entered; a 'Password' field with ten black dots; a checkbox labeled 'Log In Automatically' which is currently unchecked; and a 'Login' button. Three numbered arrows point to these elements: arrow '2' points to the User Name and Password fields; arrow '3' points to the Login button. Below the form, there is a horizontal dotted line.

Login

2 → User Name

→ Password

Log In Automatically

3 →

.....

Help Request

Request Type

Subject

Request Detail


Location Room

Priority

Requesting Help:

- Select *Student Requests* from the *Request Type* Drop-Down List.

Help Request

Request Type 

Subject

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- Select the type of request in the next drop-down list.

Help Request

Request Type :

Subject

Instructions

Request Detail


Attachments

Location Room

Priority

Request Type Dropdown List:

- Building Maintenance
- E-mail Live@Edu
- Miscellaneous
- Moodle
- Portal
- Printing / Papercut Issues
- Wireless / Network Connectivity Issues



Completing the Form:

1. Type a subject
2. Type request details.
3. If this is a Moodle Request, type the name of the course you are having trouble with (Example: ENG1200_L01140_Fall 2011_English Composition)
4. To attach a file, click the *Add File* Button.

The screenshot shows a 'Help Request' form with the following fields and annotations:

- Request Type:** A dropdown menu with 'Student Requests' selected, followed by a colon and another dropdown menu with 'Moodle' selected.
- Subject:** A text input field with a black arrow pointing to it and the number '1' in a circle.
- Request Detail:** A large text area with a black arrow pointing to it and the number '2' in a circle.
- Course Name:** A text input field with a black arrow pointing to it and the number '3' in a circle.
- Attachments:** A button labeled 'Add File' with a black arrow pointing to it and the number '4' in a circle.
- Location:** A dropdown menu with 'Student' selected.
- Room:** A dropdown menu.
- Priority:** A dropdown menu with 'Medium' selected.

5. Leave the location set as "Student" or choose a location.

This close-up shows the 'Location' dropdown menu expanded, displaying the following options:

- Distance Learning
- Lonas Campus
- Parkside Campus
- Student

A black arrow points to the list of options. The 'Room' dropdown menu is also visible to the right.

6. If you selected a campus location, please select a room number. If you selected Distance Learning, please select "Online". If you selected "Student" as the location, select "Student" as the room number.

Lonas Room List:

Help Desk - 2011

Request History

Help Request

Request Type: Student Requests : Moodle

Subject:

Request Detail:

Course Name:

Attachments:

Location: Lonas Campus Room:

Priority: Medium

- Admissions
- Business Administration
- Business Office
- Classroom 110
- Classroom 111
- Classroom 112
- Classroom 113
- Classroom 121
- Classroom 123
- Classroom 220
- Classroom 221
- Classroom 222
- Classroom 223
- Classroom 310
- Classroom 311
- Classroom 313
- Classroom 320
- Classroom 321
- Classroom 322
- Classroom 323
- Classroom 330
- Classroom 331
- Criminal Justice
- Executive Office
- Faculty
- Financial Aid
- General Studies
- Health Science
- Library

Parkside Room List:

Help Desk - 2011

Request History

Help Request

Request Type: Student Requests : Moodle

Subject:

Request Detail:

Course Name:

Attachments:

Location: Parkside Campus Room:

Priority: Medium

- Admissions
- Auditorium
- Classroom 103
- Classroom 105
- Classroom 107
- Classroom 111
- Classroom 112
- Classroom 201
- Classroom 203
- Classroom 205
- Classroom 213
- Classroom 215
- Classroom 217
- Classroom 219
- Classroom 301
- Classroom 302
- Classroom 303
- Classroom 304
- Classroom 306
- Classroom 308
- Conference Room 108
- Conference Room 221
- Conference Room 270
- Education
- Executive Office
- Lab 207
- Lab 209
- Lab 305
- Lab 307

Distance Learning Room List:

Location Room 


Priority

Student Room List:

Location Room 

Priority

7. Set the Priority level.

Priority 

- Urgent
- High
- Medium
- Low

8. Click *Save* to submit.

