

Technology Service Desk Self-Service Portal

- Your Technology team would like to announce the launch of the Technology Service Desk Self-Service Portal.
- The portal login is located in the same place as the web-based request submission form:

<http://www.southernwv.edu/helpdesk>

- The Self-Service Portal uses your Southern email address and password as credentials:

Email address: first.last@southernwv.edu

Password: XXXXXXXXXXXX (email password)

To request Technical Service or assistance: Call x4357 (on campus) or 1-866-614-5019 (off campus) 24 hours/7 days a week or submit online at: <http://www.southernwv.edu/helpdesk>

Submit a Help Desk Ticket | Southern West Virginia Community and Technical College - Mozilla Firefox

File Edit View History Bookmarks Yahoo! Tools Help

Morgantown - West Virginia Weathe... (8 unread) - davispw_2000 - Yahoo!... (3) Facebook USAA / Log Off Successful

www.southernwv.edu/helpdesk

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Submit a Help Desk Ticket

Live Phone Support

Call x4357 (on campus) or 1-866-614-5019 (off campus) 24 hours / 7 days a week

NOTE: For Password Resets, please call the Technology Service Desk for immediate assistance.

Email Address: *

Your Name: *

Phone Number: *

Technology Serv

Self-Service Port

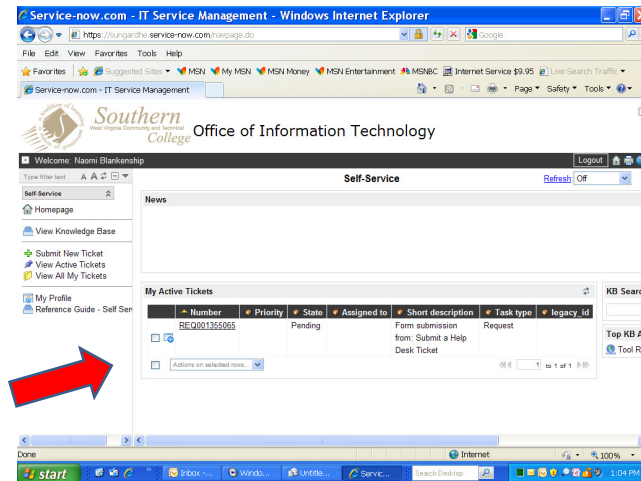
Southern Employees: T
your service tickets, Id
email address (first.las
email password.

Email Address:

Password:

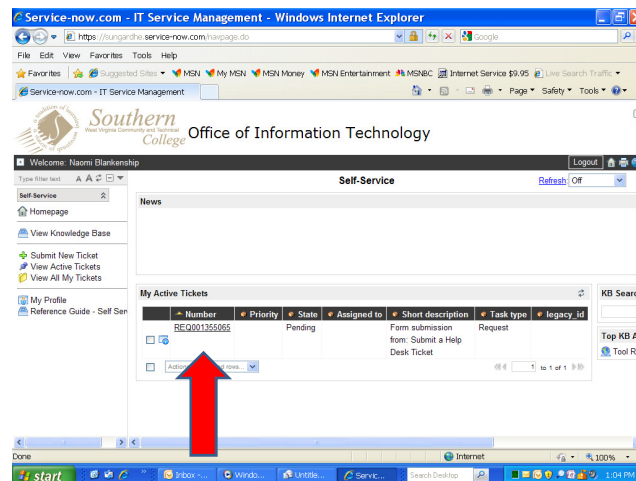
Login

Upon completion of login you will be brought to this page. This is the summary page that lists all your open tickets.



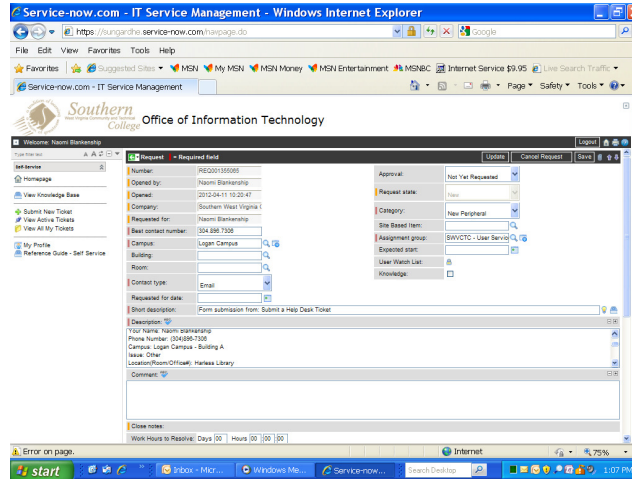
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To view the status of any open ticket just select the ticket number and click it.



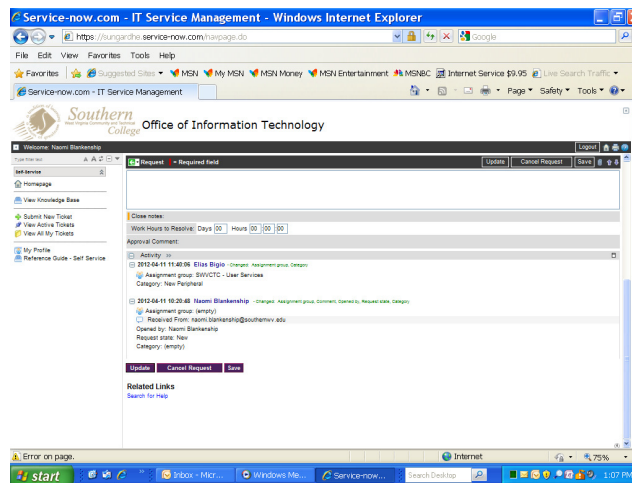
To request Technical Service or assistance: Call x4357 (on campus) or 1-866-614-5019 (off campus) 24 hours/7 days a week or submit online at: <http://www.southernwv.edu/helpdesk>

Selecting the ticket # will bring you to the following view, the top half of the page lists the ticket info and description that either you entered or the CHD Tech entered for you.



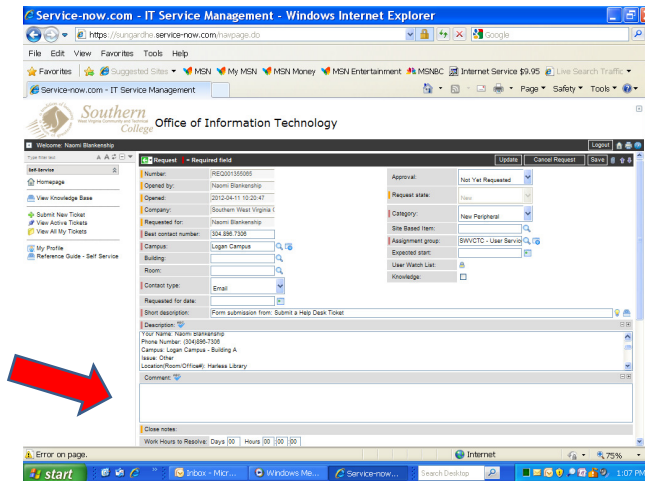
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The bottom half contains all work notes and assignments, a running/living history of your ticket.



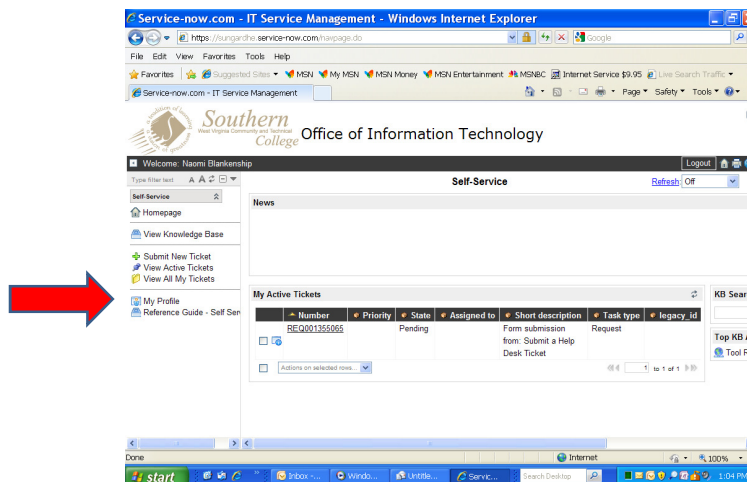
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In addition you also have the ability to add additional comments as needed in the comment block, the value of this is when these comments are added it auto sends an e-mail to several people, including your User Services Manager and the assigned Tech



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You also have the ability to modify your profile, should you change campus locations or your phone number changes. Just click the "MY PROFILE" button.



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