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:  XXXXXXXXXXX (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
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.

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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.

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