



Wharton County Junior College

IT Help Desk Tutorial

All requests for work to be performed by the Technology Department or the Institutional Research Department are to be submitted by opening an IT Help Desk Ticket. Opening an IT Help Desk ticket will log your request into the database system and be accessible to the appropriate persons in the IT/IR departments for review.

Who can open an IT Help Desk ticket?

An IT Help Desk ticket can be opened from any computer system within the WCJC network. If you are not able to use your office computer to enter the IT Help Desk ticket, you can enter it using another computer, or have someone enter it for you. Please note that the Employee opening the ticket will receive the updates to the ticket.

Report all issues with classroom computers and/or data projectors to the appropriate campus director at Richmond, Sugar Land, or Bay City. To report issues with classroom computer systems at the Wharton campus, please call 979.532-6568.

For more information on who opens the ticket, see the table on page 3.

How can an IT Help Desk ticket be opened?

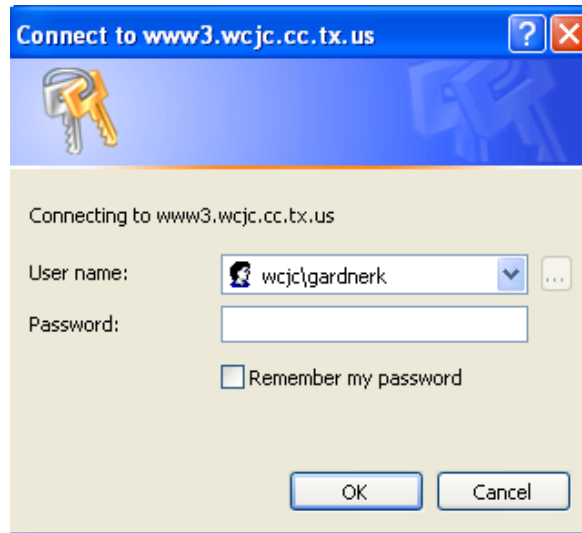
To open an IT Help Desk ticket, please follow the steps below:

1. **Go to the WCJC Intranet at www3.wcjc.edu and click on the yellow IT Help Desk link at the top of the page.**



2. **Enter your WCJC network User Name and Password. Include `wcjc\` in front of your user name. Hint: your user name and password will be the same as when you first log on to the network using the `ctrl-alt-delete` keys.**

3. Press OK



4. Click Submit New Ticket.



5. Complete the form with as much information as possible. An asterisk (*) after a field indicates the information is required before a ticket can be submitted. If the ticket is relating to a particular computer issue, it is very important to include in your ticket the room number, asset tag number of the computer in question, the computer name if possible (please see note below), and contact information if password information is needed.

Note: New computers will have a label on them displaying the computer name, but if the label is not present, you can obtain the name by right-clicking on “My Computer” on your desktop, selecting “Properties”, and then clicking the “Computer Name” or “Network Identification” tab.

6. Press the “Submit” button and the ticket will be assigned a number.

All IT Help Desk tickets are serviced according to the details of the description supplied. It is the responsibility of the requester to make known all details of the item to be serviced.

The Category is a required field. See the table below to determine the appropriate category and who is responsible to open the ticket.

Category:	Issue	Who Opens the Ticket?
Account Management	Issues with email, passwords, etc. * IT Help Desk ticket is completed by <u>HR</u> for <u>New Employees</u> or <u>Separating</u> employees. **To have a <u>network password reset</u>, either have someone open a ticket for you or call the Help Desk at ext. 6568. ***For Online Services password issues, click <u>HR</u> on the Online Services login page: <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>For additional login assistance:</p> <ul style="list-style-type: none"> • Students - <u>Registrars Office</u>. • Employees - <u>HR</u>. </div>	HR opens the ticket
Banner Access /Security	For access or added permissions to Banner	Help Desk Opens the ticket
Banner AR	Use this category to request changes the Banner Accounts/Receivables module See Guidelines for Reporting Banner Issues	Departments contact lead opens ticket
Banner Doc Image	Use this category to request assistance with Banner Document Imaging	Employee opens ticket
Banner Finance	Use this category to request assistance with the Banner Finance module See Guidelines for Reporting Banner Issues	Departments contact lead opens ticket
Banner Financial Aid	Use this category to request assistance with the Banner Financial Aid module See Guidelines for Reporting Banner Issues	Departments contact lead opens ticket
Banner HR	Use this category to request assistance with the Banner Human Resources module See Guidelines for Reporting Banner Issues	Departments contact lead opens ticket
Banner IDs	Use this category to report issues with Banner IDs (PIDMS) See Duplicate Person Record Procedure	Employee opens ticket
Banner Payroll	Use this category to request assistance with Banner Payroll (Electronic Time Entry & Leave Reporting) See Guidelines for Reporting Banner Issues	Departments contact lead opens ticket

Category:	Issue	Who Opens the Ticket?
Banner Student	Use this category to report issues with the Banner Student module See Guidelines for Reporting Banner Issues	Departments contact lead opens ticket
Change of Office	Requesting a change in office location, IT Help Desk ticket is completed by HR. A “Request for Change in Office” form is completed by the Employee requesting the office change. This form is located on College Forms on the Intranet. http://www3.wcjc.cc.tx.us/forms.asp	HR opens the ticket
Offices: Computers, Telephones, Printers	Issues relating to computers, monitors, keyboards, mouse, telephones or printers in Offices	Employee (or representative) opens ticket
Classrooms/Labs: Computers, Data Projectors, Printers, Telephones	Issues relating to computers, monitors, keyboards, mouse, data projectors, printers, or telephones <u>in a classroom/lab</u>	Classroom issues – Campus Director opens ticket; Help Desk opens ticket for Wharton Campus
DBA HP3000/MiniSoft Malware, NETSVC	IT Staff use only	IT Staff only opens ticket
Employment Changes	Office set-up for new employee or clearing leaving employee, IT Help Desk Ticket is completed by HR	HR opens the ticket
Moving IT equipment	Requesting computer, printer, or telephones to be relocated	Instructional employees – Division Chair or Dean opens IT Ticket Administrative employees – Budget authority will open the ticket
Reporting	Requesting information for reports	Employee opens ticket
Software	Requesting software to be added to a computer, see Software Request Procedures	Instructional employees – Division Chair or Dean opens IT Ticket Administrative employees – Budget authority will open the ticket

Category:	Issue	Who Opens the Ticket?
Student Email Name Change	Created by the Office of Admissions/Registrar when request is indicated on Name Change form	Office of Admissions/Registrar
TracDat	Issues or Assistance with TracDat	Employee opens ticket
Training	Requesting training for Faculty web pages. <i>Banner training - complete the appropriate Banner Access forms see College Forms on the Intranet.</i> http://www3.wcjc.cc.tx.us/forms.asp	Employee opens ticket (<i>Help Desk opens Banner training tickets</i>)
Web	Requesting Web development (not for postings, The "Steps for Posting Material on the WCJC Website" at http://www3.wcjc.cc.tx.us/training.asp	Content Supervisor opens ticket
Workstation Assessment - office	Select this category when you feel the computer, monitor or printer may need to be replaced	Employee opens ticket
Note: Emergency issues that are in need of immediate attention and are student critical are to be conveyed by telephone at 979-532-6568 or 979-532-6917. (Open an IT ticket before calling when possible). Only issues that are student critical needing an immediate response will be taken by phone. All others will be instructed to open an IT Help Desk ticket.		

All tickets are prioritized and completed in the order received. Depending on the work load, a turn-around time could be one day to several weeks. Specific items require additional time for completion. For tracking purposes and to assure all requests are fulfilled, only one request per IT Help Desk ticket is to be entered.

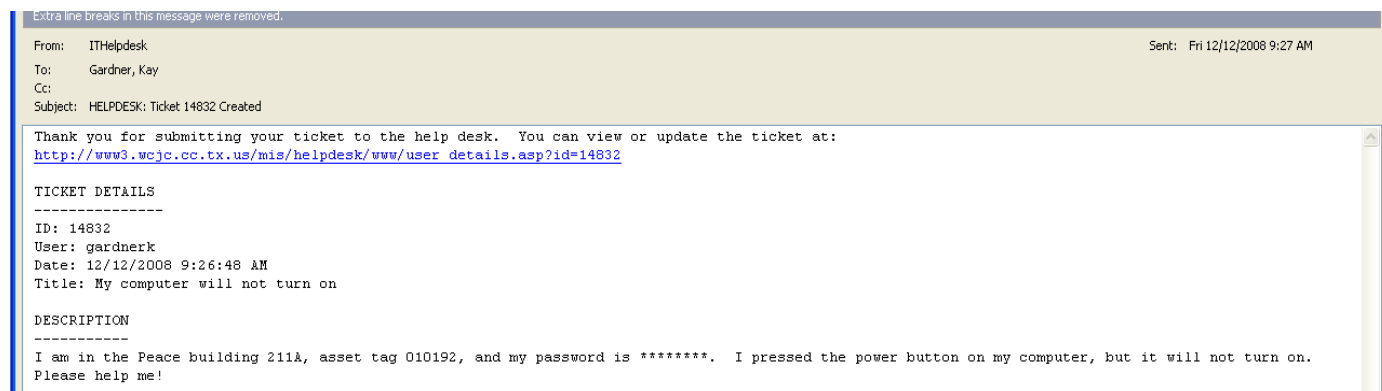
Please note the timeline for the following specific items and enter into the Ticket system accordingly:

Description	Timeline	Notes:
Requesting a Report	10 working days before due date	One report request per ticket. A request for a new report or requests for an excessive amount of reports will be considered Projects and will entail research and planning. An IT help desk ticket is to be entered 90 working days prior to the due date.
Office Changes	10 working days prior to the move date	HR completes the IT Help Desk ticket. A "Request for Change in Office" form is completed by the Employee requesting the office change. This form is located on College Forms on the Intranet. http://www3.wcjc.cc.tx.us/forms.asp
New Employee Office	10 working days prior to first day on site	HR completes the appropriate IT Help Desk tickets
New or upgraded software for computer labs	Allow 20 working days from IT's receipt of Software for installation.	Requesting Employees are required to test the new or upgraded software one week prior to first class day. If installing in classrooms or computer labs, rooms cannot be in use during installation and may affect IT's install schedule. See "Request for Software Procedures."

Description	Timeline	Notes:
Changes to a computer lab	20 working days before a change is to occur	This includes adding or replacing equipment, rearranging lab, etc.

Confirmation Notice

You will then receive an email indicating that the ticket was submitted. At any time, you can view or update your ticket by following steps 1 and 2 above, choose a View Ticket List, and select the ticket number to view. Or you can simply click on the [link](#) that was delivered in the email for that particular ticket number.



Completion Notice

When the ticket has been completed by IT staff, an email is generated indicating that it has been closed along with the solution. It is the responsibility of the requesting person to verify the solution is to their satisfaction.

NOTE: Once an IT Help Desk ticket that contains your password has been closed, you are required to change your password. This is done only after the ticket has been closed.

