



Technology helpdesk Getting Started Guide (comprehensive)

To request technical support, track ticket progress, or communicate with the Wesleyan College technology support team, please access our secure portal by clicking the button below and logging in using your Wesleyan Portal account.

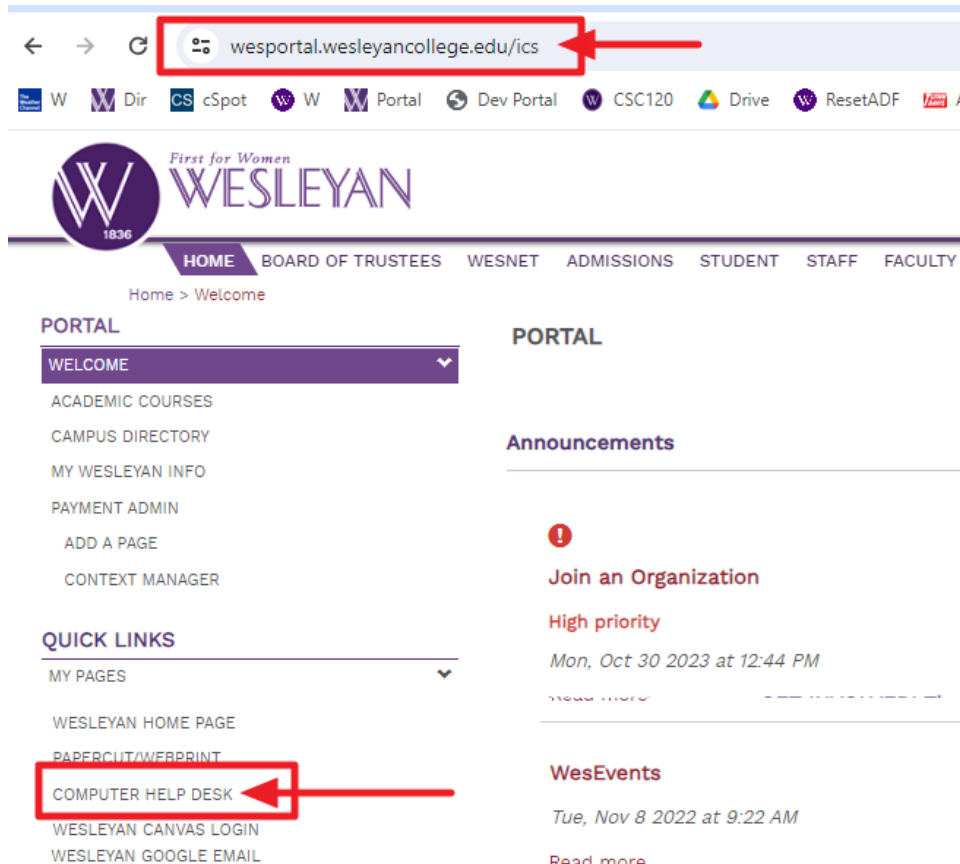
Additional support options:

Call 478-757-5239, or email helpdesk@wesleyancollege.edu.

Residential students who need technology assistance should contact the Information Technology Assistance (ITA) available in their respective residence halls. The contact information for the ITA can be found on the door of your residence hall.

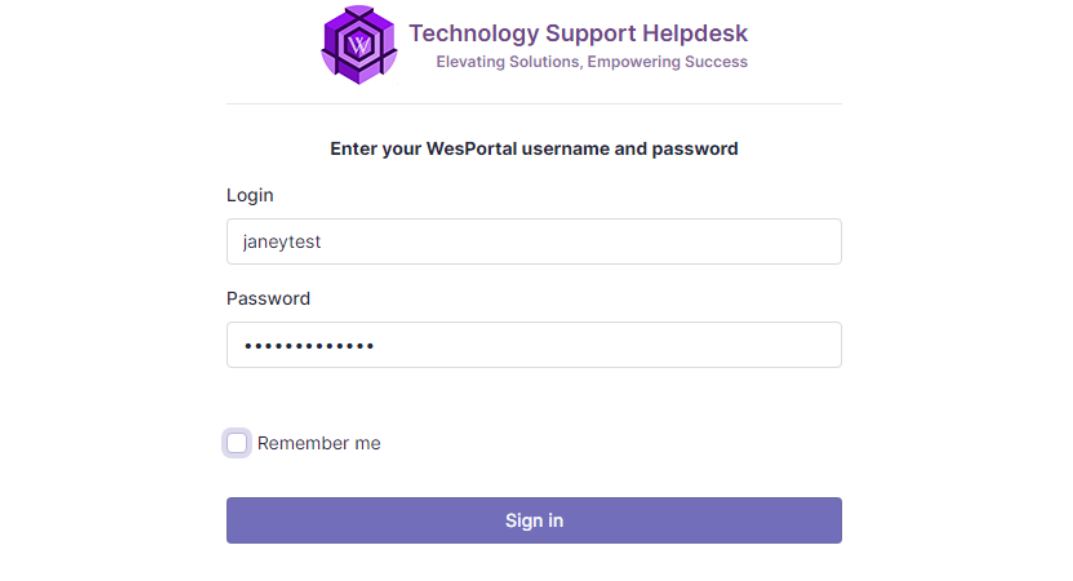
Access the Helpdesk

Please access the [Technology Helpdesk using this link](#) or follow the steps in the screenshot below.



Entering a new request

1. You can access the helpdesk by going to support.wesleyancollege.edu and you will log in with your Portal credentials



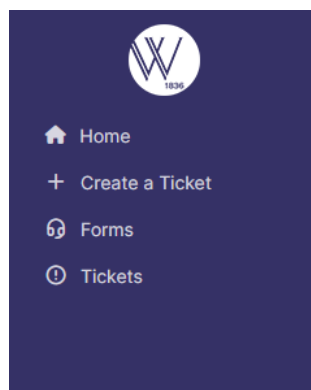
The screenshot shows the login interface for the Technology Support Helpdesk. At the top left is a purple hexagonal logo with a white 'W' and 'S' inside. To its right, the text reads "Technology Support Helpdesk" in a bold, dark font, with the tagline "Elevating Solutions, Empowering Success" in a smaller font below it. A horizontal line separates the header from the login form. The form is titled "Enter your WesPortal username and password" in bold. It contains a "Login" label above a text input field containing "janeytest". Below that is a "Password" label above a password input field filled with dots. A "Remember me" checkbox is located below the password field. At the bottom of the form is a large, solid purple button labeled "Sign in".

2. Now that your profile information has been updated, you can return to the main menu by clicking “Home” on the left sidebar. This bar also includes:

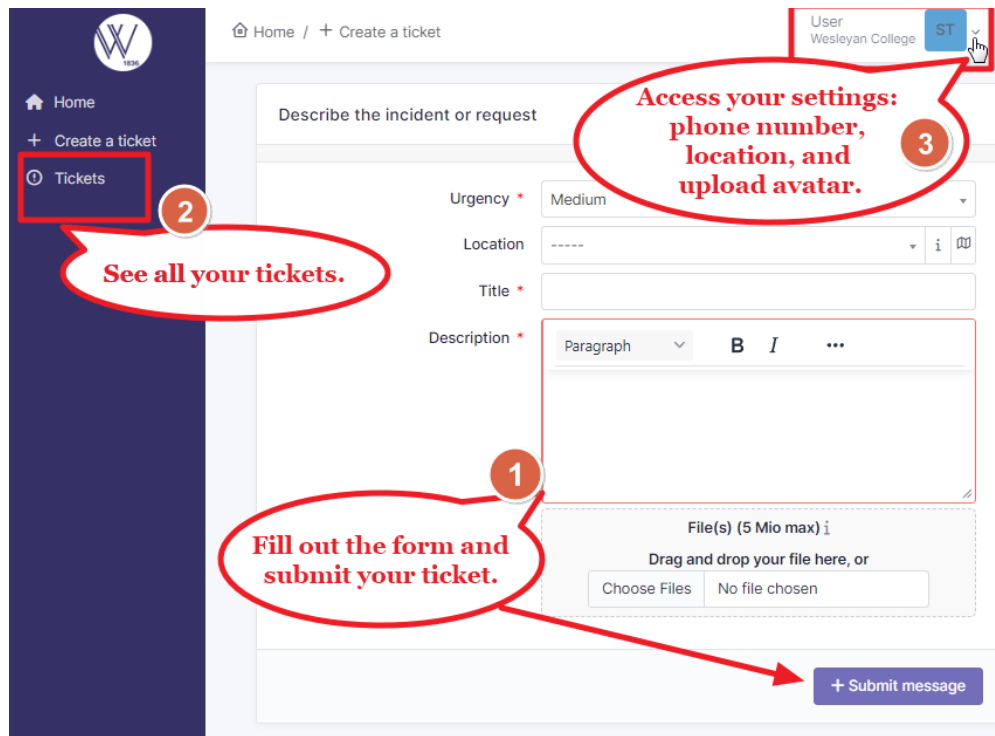
Create a ticket: To open a new help desk ticket

Forms: Forms that are available to you

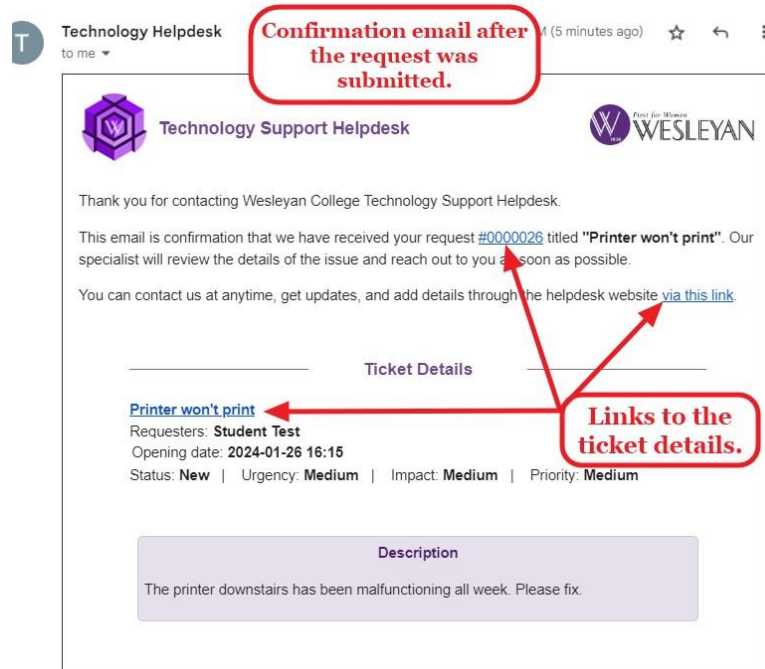
Tickets: Takes you to your ticket history



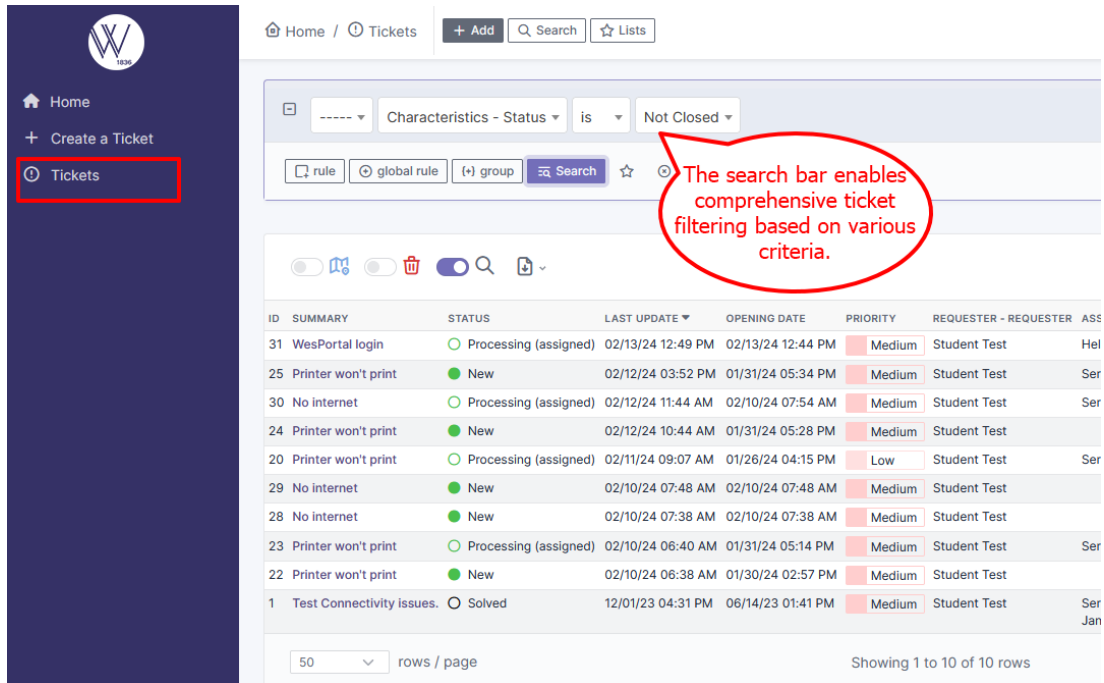
- When creating a ticket, you will need to fill out the all required fields to assist the technician. Include information about your problem's urgency, your location, a summary, and then a description of what is happening. You can also attach files related to the problem. Once all fields are complete, submit your ticket.



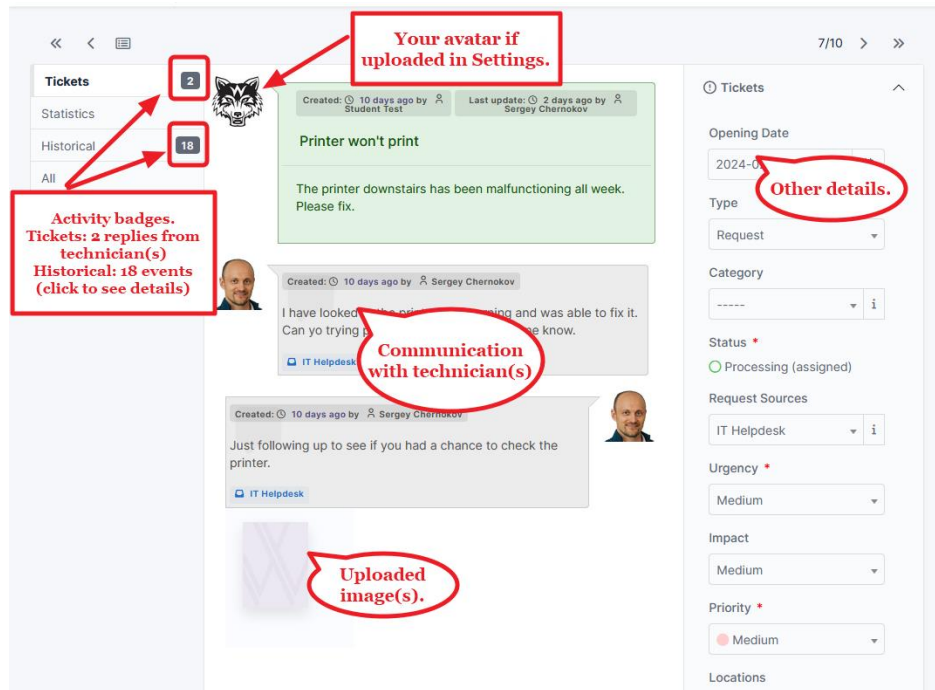
- A confirmation email will be sent to both your account and the assigned technician's account. This email will contain links back to your request where you can check the status of your open tickets and add updates as needed.



- By clicking on the “Tickets” menu item, you can view your ticket history. The dropdown box will allow you to specify your search criteria. You can search based on ticket status or ticket characteristics.



- When you click on an open ticket you can view updates the technician has made about your request. Whenever an update is made you will receive an email notification.



- Once your problem has been solved, the technician will close your ticket. You will receive an email with the solution and details of your ticket.

Technology Support Helpdesk WESLEYAN

The ticket #0039 "Printer" has been updated with the following action: Ticket Closed.
 Solution Date: 05/14/24 10:52 AM

Solution

The printer has been repaired

Ticket Details

[Printer](#)
 Requesters: Comm Manager Test Closing Date: 05/14/24 10:53 AM
 Opening Date: 05/14/24 10:33 AM
 Assigned to Technicians: Vernon Rogers
 Status: Closed | Urgency: Medium | Impact: Medium | Priority: Medium

Description

Printer

05/14/24 10:52 AM - Vernon Rogers
 The printer has been repaired

05/14/24 10:35 AM - Comm Manager Test
 Good

8. After your solution email, you will receive a new email with a link to a survey.

Technology Helpdesk to me

Technology Support Helpdesk WESLEYAN

Satisfaction Survey for ticket #0026

How was your experience with our team?

Ticket #: 0026
 Closing Date: 02/12/24 04:01 PM
 Summary: Printer won't print:

[GO TO SURVEY](#)

Thank you and if you have any issues please let us know.

9. The satisfaction survey is an optional feature where you can rate your experience with the technician. After filling out the fields, make sure to save so that the feedback will be added to your ticket.

Add Search Lists User Swan College

● Printer won't print (26)

1 Rate your experience. by selecting the number of stars.

Provide feedback on your experience with this ticket

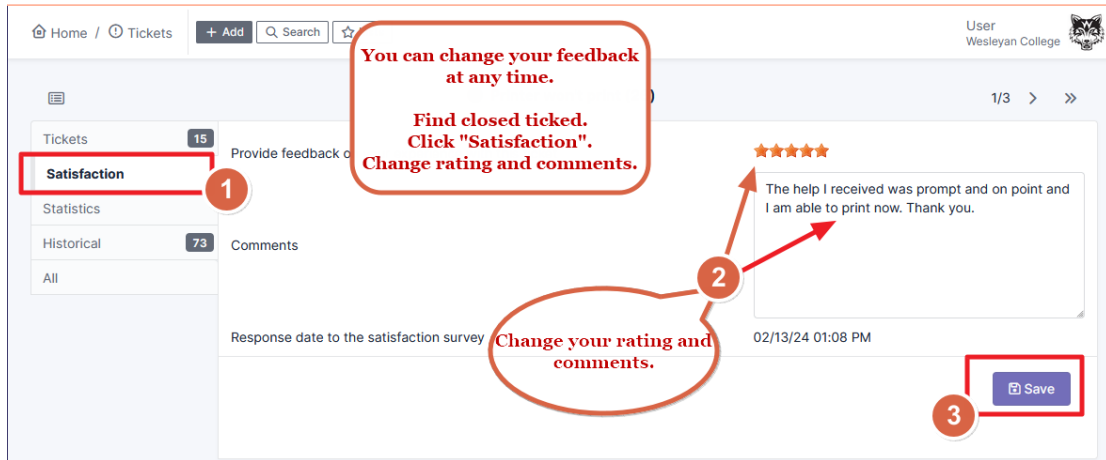
Comments

2 Optionally, add comments about your experience.

3 Save

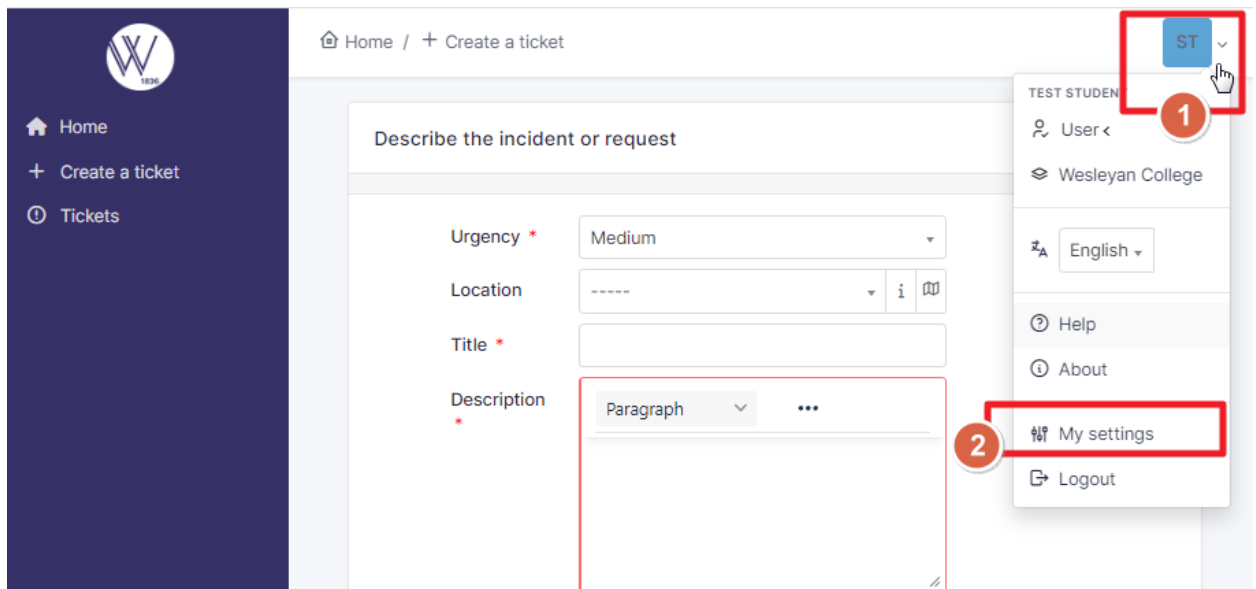
The help I received was prompt and on point and I am able to print now. Thank you.

10. Your satisfaction survey can be updated anytime by returning to your ticket history, clicking on a closed ticket, and going to the “Satisfaction” field.



Updating Your Profile

1. Once you've logged in, click your profile at the top right of the page. Select “settings”



2. Here you can update your account information such as language, phone, location, and profile picture.

The image shows a user profile page for 'teststudent' with several fields and a 'Save' button. Red callouts with numbered circles (1-5) point to specific fields, and red arrows indicate the direction of updates. The callouts are:

- 1**: Add/change cell phone. (points to Mobile phone field)
- 2**: Add/change office phone. (points to Administrative number field)
- 3**: Add/change office/dorm. (points to Location field)
- 4**: Upload/change avatar. (points to the avatar upload area)
- 5**: Theme, language, font, and other personalization settings. (points to the Personalization tab)

The form fields and their values are:

- Login: teststudent
- Surname: Test
- First name: Student
- Synchronization field: 288644
- Language: English
- Time zone: Use server configuration
- Phone: teststudent@wesleyancollege.edu(D)
- Mobile phone: 478-252-7667
- Phone 2: (empty)
- Administrative number: 2470
- Location: ...s > Olive Swann Porter > Barracks

At the bottom, there is a 'Remote access keys' section with an 'API token' field and a 'Regenerate' checkbox. A 'Save' button is located at the bottom center.