

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.

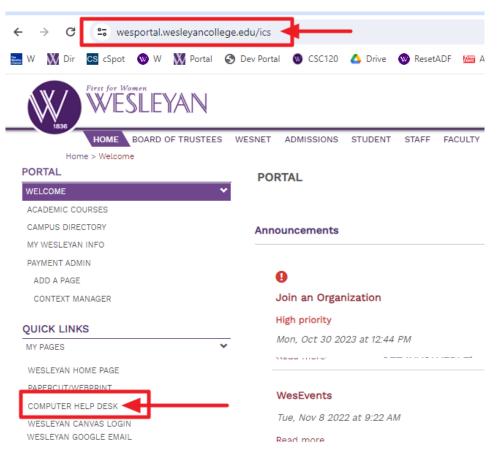
Additional support options:

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 <u>Technology Helpdesk using this link</u> or follow the steps in the screenshot below.



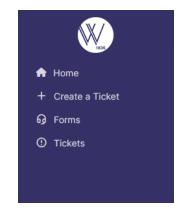
Entering a new request

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

Enter you	r WesPortal username and password	
Login		
janeytest		
Password		
•••••		
Remember me		
	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



3. 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.

			User Wesleyan College ST
 A Home + Create a ticket 	Describe the incident or request	Access you phone n location	umber, 👩
① Tickets	Urgency *	Medium	
	Location		- i 🕅
See all you	r tickets. Title *		
	Description *	Paragraph 🗸 🖪	
	1		
	Fill out the form and	File(s) (5 Mi	o max) i
	submit your ticket.	Drag and drop you Choose Files No file of	
			+ Submit message

4. 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.

Techn	ology Support I	Helpdesk		
	lology support	ioipacon		WEJEE
Thank you for conta	cting Wesleyan Coll	ege Technology Support	Helpdesk.	
		received your request #0		
specialist will review	the details of the is	sue and reach out to you	soon as po	ssible.
You can contact us	at anytime, get upda	tes, and add details thro	ugh the helpde	sk website via this
			1	
		Ticket Details		
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Printer wor		Ticket Details		Links to tl
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Requesters Opening da	Student Test te: 2024-01-26 16:1	5	t	icket detai
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5. 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.

	Home / ① Tickets + Add Q Search ☆ Lists
 Home Create a Ticket Tickets 	Characteristics - Status ▼ is ▼ Not Closed ▼ Crule ⊙ global rule (+) group ≅ Search ☆ ⊙ The search bar enables comprehensive ticket filtering based on various criteria.
	ID SUMMARY STATUS LAST UPDATE * OPENING DATE PRIORITY REQUESTER -
	25 Printer won't print New 02/12/24 03:52 PM 01/31/24 05:34 PM Medium Student Test
	20 Printer won't print O Processing (assigned) 02/11/24 09:07 AM 01/26/24 04:15 PM Low Student Test 29 No internet New 02/10/24 07:48 AM 02/10/24 07:48 AM Medium Student Test 28 No internet New 02/10/24 07:38 AM 02/10/24 07:38 AM Medium Student Test
	23 Printer won't print O Processing (assigned) 02/10/24 06:40 AM 01/31/24 05:14 PM Medium Student Test 22 Printer won't print New 02/10/24 06:38 AM 01/30/24 02:57 PM Medium Student Test 1 Test Connectivity issues. O Solved 12/01/23 04:31 PM 06/14/23 01:41 PM Medium Student Test
	50 v rows / page Showing 1 to 10 of 10 rows

6. 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.

« < 🗉 🗖	Your avatar if uploaded in Settings.	7/10 > >>
Tickets 2	Created: ③ 10 days ago by 名 Student Test	① Tickets
Historical 18	Printer won't print	Opening Date
All Activity badges. 'ickets: 2 replies from	The printer downstairs has been malfunctioning all week. Please fix.	2024-0 Type Other details. Request
technician(s) Historical: 18 events (click to see details)	Created:© 10 days ago by A Sergey Chernokov I have looked to originate the state of the state o	Category i
	Can yo trying Communication IT Hepdest with technician(s)	Status * Processing (assigned) Request Sources
	Created: () 10 days ago by A sergey Chernoxov Just following up to see if you had a chance to check the	IT Helpdesk + i
	printer.	Urgency *
	C IT Helpdesk	Medium 👻
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	Uploaded	Medium
	image(s).	Priority *
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		Locations

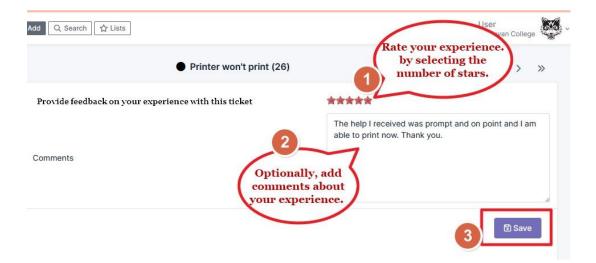
7. Once your problem has been solved, the technician will close your ticket. You will receive an email with the solution and details of your ticket.

Tec	chnology Support Helpdesk	WESLEYAN
The ticket <u>#0039</u>		nd link back to ır ticket
Solution Date: 05	5/14/24 10:52 AM	
The	Solution	
	Ticket Details	
Denir Assign	er esters: Comm Manager Test Closing Date: 05/14/24 10:53 AM ing Date: 05/14/24 10:33 AM ned to Technicians: Vernon Rogers s: Closed Urgency: Medium Impact: Medium Priority: Medium	Details of your ticket
Prir	Description	
	05/14/24 10:52 AM - Vernon Rogers	
_		nmunication with technician(s)
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8. After your solution email, you will receive a new email with a link to a survey.

	Technology Helpdesk o me 💌		
	Technology Support H	lelpdesk	WESLEYAN
Satis	sfaction Survey for tic	ket #0026	
	H	low was your experien	nce with our team?
	Ticket #: Closing Date: Summary	0026 02/12/24 04:01 PM Printer won't print: GO TO SURV	Rate your experience with the helpdesk.
	Tha	nk you and if you have any is	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.



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.

Home / O Tickets	Add Q Search & You can change your feedback at any time.	User Wesleyan College 🐺
Tickets 15 Satisfaction Statistics	Provide feedback of Change rating and comments.	The help I received was prompt and on point and I am able to print now. Thank you.
Historical 73 All	Comments	2
	Response date to the satisfaction survey Change your rating a comments.	and 02/13/24 01:08 PM
		3 Bave

Updating Your Profile

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

Ŵ		~ داس
 Home Create a ticket 	Describe the incident or request	0
① Tickets	Urgency * Medium * Location * i Ø Title * Description Paragraph * *** * Y My settings © Logout]

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

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dent 644 glish • re server configuration • T8-252-7667 470 470 Hermitikal file (s) (5 Mio max) i Drag and drop your file here, or Choose File No file chosen Clear • teststudent@wesleyancollege.edu(D) Add/change office phone.	Surname	Test	61	ST
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and Clear te server configuration - 1 Emails • teststudent@wesleyancollege.edu(D) 78-252-7667 Add/change cell phone. 470 2 Add/change office phone.	Synchronization ïeld	288644	Picture	
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4/0	hone 2			
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s > Olive Swann Porter > Barracks				
s > Olive Swann Porter > Barracks 🚽 🗐 🖌 🗛 dd	Phone 2 Administrative	2470 2 Add/ch		ce pho