

# DISTRICT-WIDE Support Portal

The New Work Order System has been launched.

Links to the previous system have been redirected. The new system can be accessed through the following URL:

<http://servicedesk.socccd.edu/>

Make sure that you DO NOT USE the drop down. Let it default to District-Wide Support request

Select "District-wide Support Requests" for all IT requests.

Use your network username and password to login.

Use your Desktop Computer Logon

Login (user name): mjones

Password: .....

Organization: \*District-wide Support Requests\*

Login

After you log on you will see the following display:

Welcome Software Library My Computer License Keys Service Desk

Requests  
Irvine Valley College IT

+ New

Found 0 requests.

Time Open	Title
-----------	-------

Select New—Do not pay attention to the Irvine Valley College IT display

# DISTRICT-WIDE Support Portal

Select Saddleback College

New...

Request: Select a queue...  
Select a queue...  
District IT Help  
Irvine Valley College IT  
Saddleback College IT

You will be prompted to enter the following information:

1. Brief Job Summary and Description
2. Location and Room Number
3. Work Order Type and Requested Completion Date –Click on pencil and note pad to change the date. (Red arrow).
4. A Detailed Description of the Problem
5. Browse for an Attachment-( if you are including one)
6. Save the Request

New Request  
Saddleback College IT

Title:  (required)

Location:    (required)

Work Order Type:  (required)

Requested Completion Date:  None  Jul 25 2011

Enter Detailed Problem/Request Below:

Comment:

Attachment:

Session Timeout: 11 hours 55 minutes


Numbered callouts: 1 (Title), 2 (Location), 3 (Work Order Type), 4 (Comment), 5 (Attachment), 6 (Save button). A red arrow points to the 'Requested Completion Date' field.

# DISTRICT-WIDE Support Portal

Once you select SAVE your ticket number will be populated and you can add an additional comment if you choose.

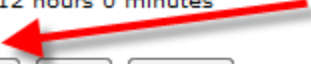
**Request TICK:2314**

[\[Printer Friendly\]](#) [\[Find Related Articles\]](#) [\[Email Request\]](#) [\[New Request For Submitter\]](#)

Title:	computer running slow
Location:	Saddleback College::SSC::1
Status:	New
Owner:	Janice Mastrangelo
Work Order Type:	Software Support
Requested Completion Date:	None
Created:	2011-07-25 09:40:37
Modified:	2011-07-25 09:40:38
Submitter:	<a href="#">Elva Araiza</a> 
Parent Ticket:	Unassigned
Resolution:	None

Enter Detailed Problem/Request Below:

Session Timeout: 12 hours 0 minutes



Add the comment

# DISTRICT-WIDE Support Portal

Comment:

Attachment:

Session Timeout: 11 hours 59 minutes

Select **Save** when done and log out at the upper right corner of the screen

Company: SOCCCD