

# Tech Central Web Help Desk

## Users View

Log In

Navigate to “Support.gtc.edu”



Enter your ID Number (Student) and associated password.

Gateway Login

1234567

Password

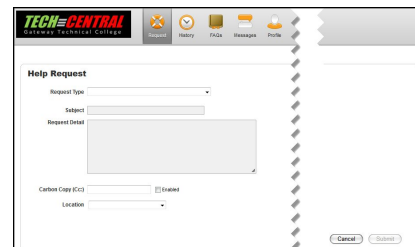
••••••••••

Enter the associated password and click “LOG IN”

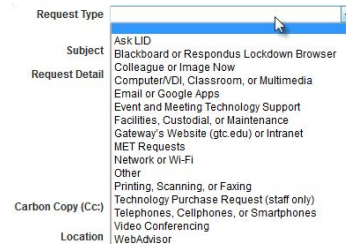
## Student/User Main Menu

Filling Out a Ticket

This is the standard users view.

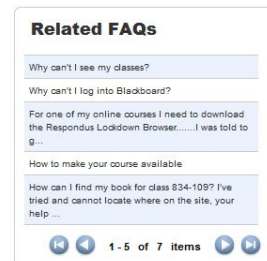


Select a Request Type by clicking anywhere in the box.



Additional Information

Depending on which request type you select, a “Frequently Asked Questions” (F.A.Q.’s) box may appear. The below example is from the Blackboard Request Type.



There may also be a request for Additional Information requested, such as Course Number, Room Number, or Asset ID number.

Course/Org # \*

Ricoh Barcode Number \*

Your ID Number \*

Building Name / Room Number

## Information Clarification

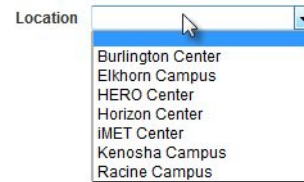
## Location

## Submit Ticket

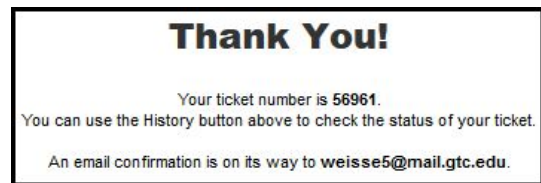
There may also be a Blue Information icon next to a field to assist user on what information the field is looking for.



Select your location from the drop-down box.



After you have filled out all the required information, click on Submit. You will receive a Confirmation page with your ticket number.



## Adding a Carbon Copy (CC) and Attachments

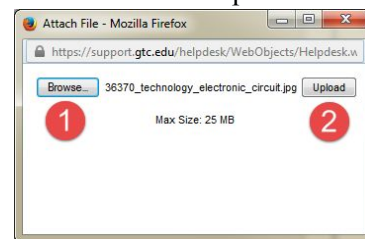
To add a Carbon Copy, or Cc, to your ticket, you will need to type the user's full email address, including after the "@".

You need to check the Enabled box to send it.

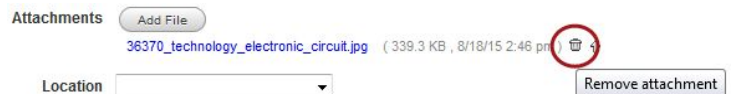
Carbon Copy (Cc:)   Enabled

To add an attachment, click Add File. A pop-up window will appear. Click "Browse" to locate and select your file.

Then click upload.



To Remove an Attachment, click on the Garbage Can.



## Ticket History

If you would to check your history or progress of your ticket. Click on History on the top Menu.



The default status is "All Active". You may search by Ticket Number (1), or search for Text contained within the ticket (2).

The screenshot shows a search interface with the following elements:

- Ticket No.:** An input field with a red circle '1' next to it.
- Status:** A dropdown menu currently set to 'Open', with a red circle '2' next to it. The dropdown menu is open, showing options: All, All Active, Open (highlighted), Pending, Closed, Cancelled, and Resolved.
- Contains:** An input field with a red circle '3' next to it.
- Buttons:** 'Clear' and 'Search' buttons are located to the right of the search fields.
- Table:** A table with columns: No., Updated, Status, and Request Detail. A row is visible with the value '59901' in the 'No.' column and 'I can't Compute: Resistance is Futile, for I am Q.' in the 'Request Detail' column.

If there is a survey to take, a "Take" button will appear. A survey WILL NOT appear for a cancelled ticket.

The screenshot shows a ticket detail view with the following elements:

- Status:** 'Closed'.
- Message:** 'Please check printers. : These printers are reporting back less than five percent toner level. RAT11...'
- Survey:** A blue box containing the text 'E. Weiss: Closing ticket.' and a 'Take' button.
- Cancelled Ticket:** A row below with status 'Cancelled' and message 'Test: Test for Assad'.