



CCSNH Helpdesk User Instructions

How to Submit a New Request/Open a New Ticket

1. Open your browser and go to <https://helpdesk.ccsnh.edu>.
2. Enter your **username** (first initial and last name with no spaces).
3. Enter your CCSNH **password**.
4. Make sure you are set to **log on to AD.CCSNH.EDU**.
(until you are switched to the new domain please use **TEC.NH.US**)
5. Click **Login**.

Great Bay Community College LAKES REGION Community College MANCHESTER COMMUNITY COLLEGE Nashua Community College NHTI Concord's Community College RIVER VALLEY Community College White Mountains Community College

COMMUNITY COLLEGE system of New Hampshire

Username: stetro
Password:
Log on to: AD.CCSNH.EDU

Keep me signed in | **Login** | < Options

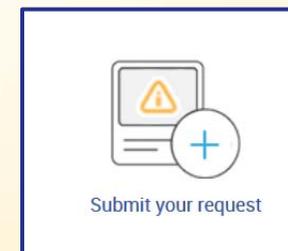
ManageEngine Copyright © 2017 ZOHO Corporation. All rights reserved. Help Desk Software by CCSNH Help Desk | 9.2

**** IMPORTANT NOTE ****

If you are unable to login, please click on the link below to submit a ticket directly into the Help Desk.

[Submit a Ticket](#)

6. To submit a new request, click on **New Issue** at the top left or **Submit your request** from the middle of the home screen.



7. Enter all required information in the New Request with a detailed description of your request (please enter the steps you have already taken to try to resolve the issue).

- **Helpdesk:** From the drop down menu choose the location of the helpdesk you are submitting your ticket to.
- **Name:** Will populate automatically.
- **End User Type:** From the drop down menu choose the type of user you are (Faculty, Other, Staff, Student).
- **Category:** From the drop down menu choose the category that best describes your request.
- **End User Location:** From the drop down menu choose your location.
- **Subject:** Enter the subject that best describes your request.
- **Description:** Enter your request in detail with all steps taken prior to submitting your request.
- **Emails to Notify:** If you would like to copy someone on this request, please enter their email address here.

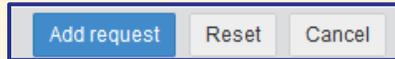
* Help Desk -- Select Help Desk --	
* Name Sara Test	
* End User Type -- Select End User Type --	* Category -- Select Category --
* End User Location -- Select End User Location --	Subcategory -- Select Subcategory --
	Item -- Select Item --
* Subject	
* Description	
E-mail Id(s) To Notify	

Continued on the next page...

8. If you have an attachment to go with your request, please click on **Attach File** and browse for your file.

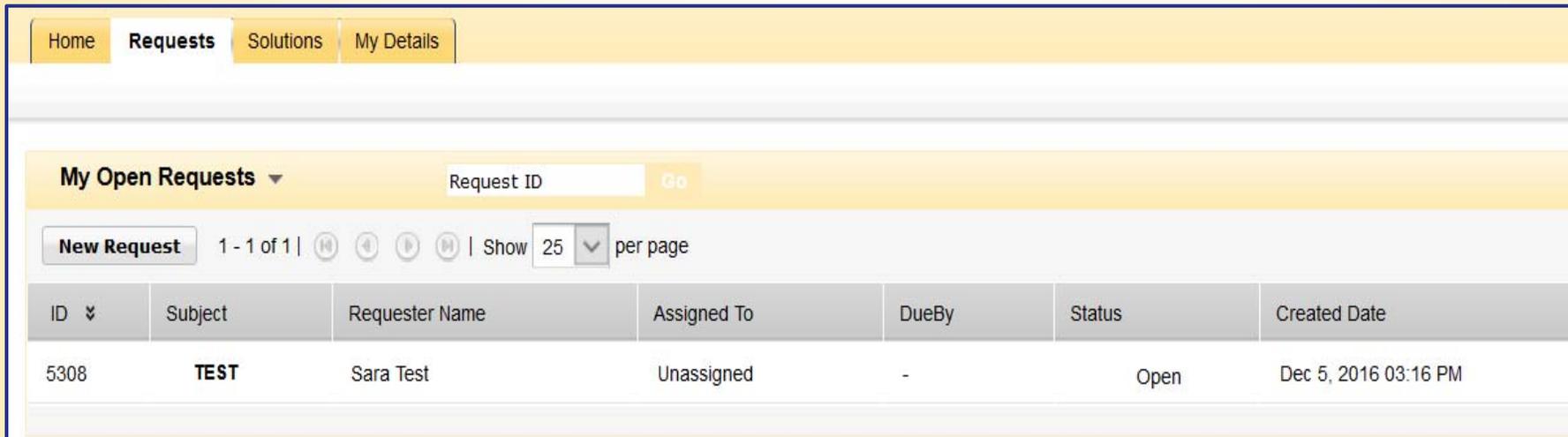


9. When you are finished filling out the form, click **Add request**.



After your request has been submitted it will show under the **Requests** menu (*see example below*)

When your request is updated, you and anyone you copied will receive an email.



The screenshot shows a web interface with a navigation bar at the top containing "Home", "Requests", "Solutions", and "My Details". Below the navigation bar is a section titled "My Open Requests" with a search field for "Request ID" and a "Go" button. A "New Request" button is on the left. The main content area displays a table with one row of data. The table has columns for ID, Subject, Requester Name, Assigned To, DueBy, Status, and Created Date.

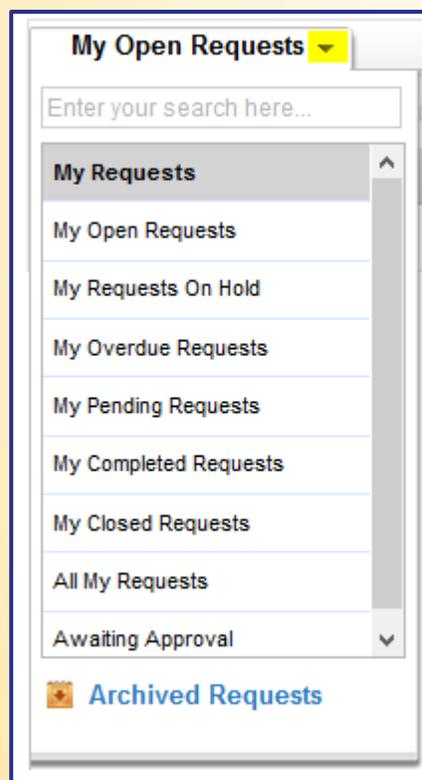
ID	Subject	Requester Name	Assigned To	DueBy	Status	Created Date
5308	TEST	Sara Test	Unassigned	-	Open	Dec 5, 2016 03:16 PM

How to View Requests/Tickets you have Submitted

1. Click on the **Requests** tab on the top menu next to the home button.



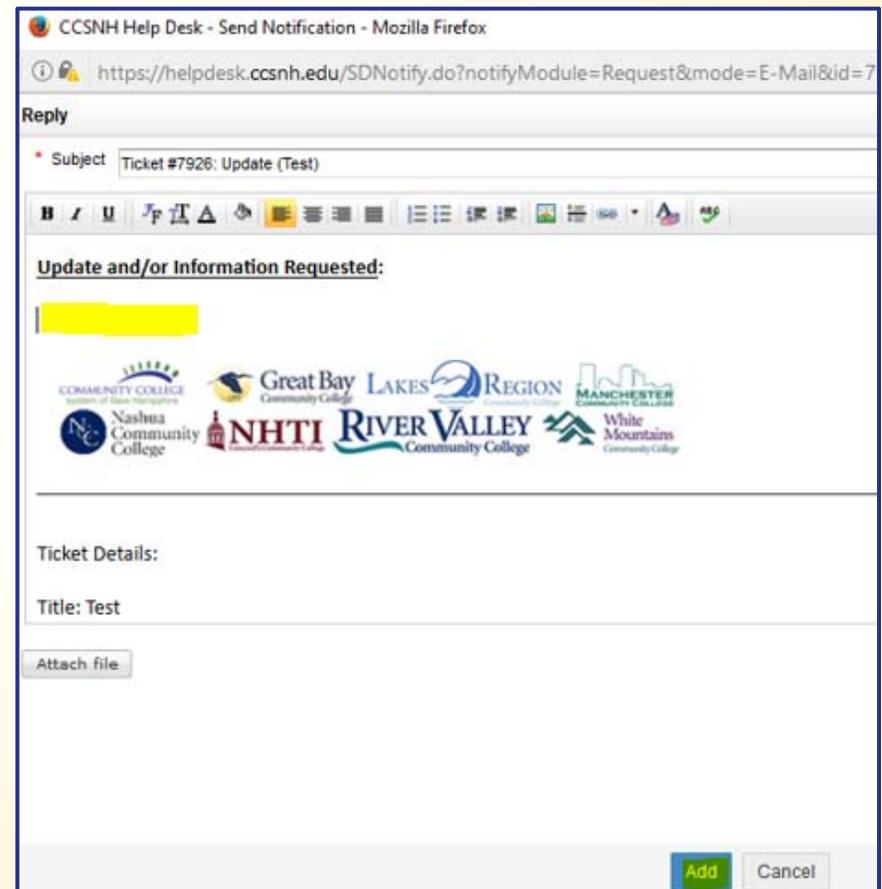
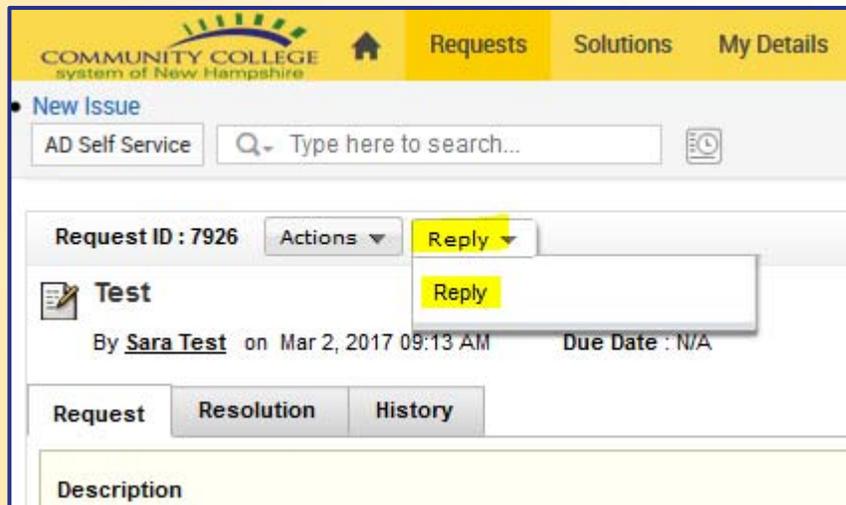
2. To change the view of your requests, click on the arrow for the drop down menu at the top left of your homepage and choose a category.



How to Respond to a Request/Ticket

You can respond to a Request/Ticket by replying to the email you received from the helpdesk, or you can respond from the ticket as shown below.

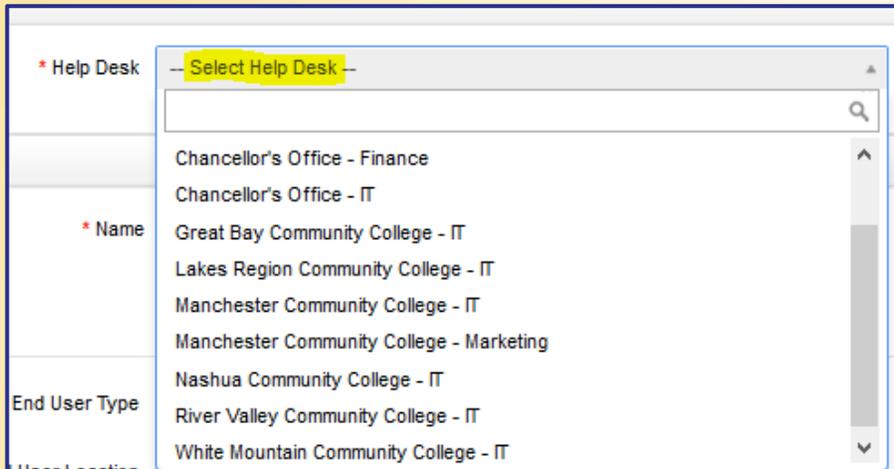
1. Open your request and click **Reply** at the top.
2. Then enter your response in the email message box that opens up and click **Add**.



How to Open a Request/Ticket with another CCSNH Location

For all locations, except NHTI, please use <https://helpdesk.ccsnh.edu> to submit a request.

When submitting your request, you're able to choose a location from the first drop down menu (as shown below).



The image shows a screenshot of a web form for submitting a request. The form has several fields, and the first one is a dropdown menu labeled '* Help Desk'. The dropdown menu is open, showing a list of locations. The text 'Select Help Desk' is highlighted in yellow. The list of locations includes:

- Chancellor's Office - Finance
- Chancellor's Office - IT
- Great Bay Community College - IT
- Lakes Region Community College - IT
- Manchester Community College - IT
- Manchester Community College - Marketing
- Nashua Community College - IT
- River Valley Community College - IT
- White Mountain Community College - IT

Other fields visible in the form include '* Name' and 'End User Type'.

To submit a request to the **LRCC helpdesk**, please email LRCCITSupport@ccsnh.edu or call the helpdesk at 603-366-5390. **You can also create a ticket at the LRCC helpdesk by emailing LRCCITSupport@ccsnh.edu however using helpdesk.ccsnh.edu is the preferred method.**

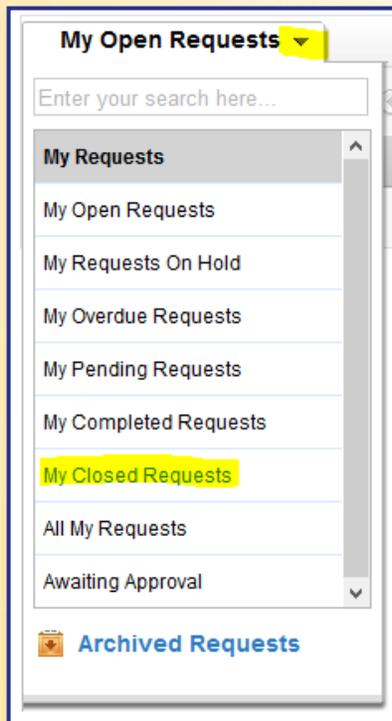
How to Reopen a Request/Ticket that has been Closed

Note: When a ticket is Resolved by the technician, it remains open for 24 hours to allow you time to respond. If you do not respond within 24 hours, the ticket is automatically closed.

1. Click on the Requests tab on the top menu next to the home button.



2. Click on the arrow for the drop down menu at the top left of your homepage and choose My Closed Requests.



3. Click on Reopen at the top next to your Request ID number.
4. Enter a note to the technician in the notification box that pops up.
5. Click Add at the bottom of the notification box.
6. The technician that was assigned to this ticket will receive a notification that the ticket has been reopened.

The screenshot displays a help desk interface for a ticket with ID 7926. The ticket title is "Test", submitted by Sara Test on March 2, 2017, at 09:13 AM. The interface includes tabs for "Request", "Resolution", and "History", and a "Description" section containing the text "Test". A "Reopen" button is highlighted in yellow at the top. A notification window titled "CCSNH Help Desk - Send Notification - Mozilla Firefox" is open, showing a "Reply" form. The form has a subject field with "Ticket #7926: Update (Test)" and a text area containing "Update and/or Information Requested:" followed by a yellow highlight. Below the text area is a banner with logos for various community colleges: Community College System of New Hampshire, Nashua Community College, NHTI (Northern Hills Technical Institute), Great Bay Lakes Region Community College, River Valley Community College, Manchester Community College, and White Mountains Community College. The "Ticket Details" section shows the title "Test". At the bottom of the notification window are "Add" and "Cancel" buttons.

***Please Contact your Local IT Department
If You Have Questions About Using The CCSNH Helpdesks.***

***Chancellor's Office 603-271-3997
Great Bay 603-427-7638
Lakes Region 603-366-5390
Manchester 603-206-8080***

***Nashua 603-578-8900
NHTI Concord 603-230-4063
River Valley 603-542-7744
White Mountains 603-342-3049***

