

**New! HelpDesk Login
Plus
Service & Campus Catering Request(s) Guide**

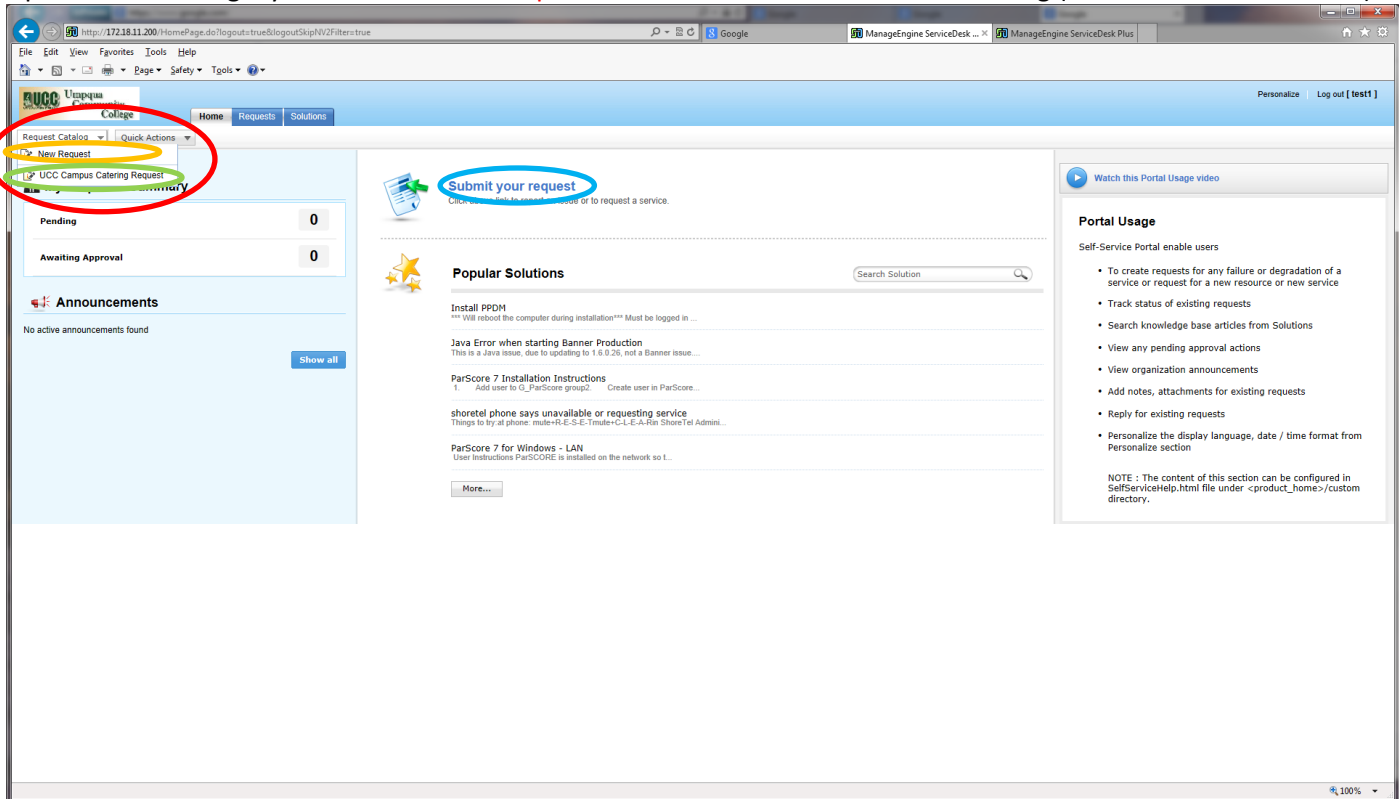
!! NOTE: This can only be done on campus from a computer logged into our NetWork !!

Go to the following webpage <http://helpdesk.umpqua.edu> . Click the preceding link and you should see the following login screen, proceed to login into HelpDesk using your network credentials:

**Username = First name . Last name
Password = current NetWork password**



Upon successful login you'll see the **New HelpDesk** home screen similar to the following (minus the colored circles).



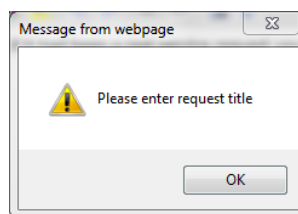
There are multiple ways to create a service request; note the **red circled** area above. Clicking the **Request Catalog** dropdown menu on the left side of the screen, will provide the two following choices: **1. New Request** and **2. UCC Campus Catering Request**. These are the most direct routes to create either a New Service Request and/or a UCC Campus Catering Request. If you choose the **Submit your request** link, you'll be presented choices **1.** and **2.** again, in a different graphical fashion.

Clicking the **1.NEW Request**, of the previously circled items within the **Request Catalog** dropdown menu, will take you directly to the following screen so you can create a new service request.

The screenshot shows a web browser window displaying the 'New Request' form. The browser's address bar shows 'http://172.18.11.200/WorkOrder.do'. The form is titled 'New Request' and includes a 'Requester Details' section. The fields in this section are: Name (First Name Last Name here), Contact number (Your phone # here), Job Title (Your job Title here), Site (Roseburg - Main Campus), Category (Select Category), Subcategory (Select Subcategory), and Item (Select Item). A red rectangle highlights the Name, Contact number, Job Title, and Site fields. An orange circle highlights the Subject field. A purple circle highlights the E-mail id(s) To Notify field. A green circle highlights the 'Add request' button. The form also includes an Attachments section with an 'Attach file' button.

NOTE: The fields in the **red rectangle** are already filled in for you and can't be changed. There are four dropdown menu arrows, Priority, Category, Subcategory, and Item. You may set any of the four dropdown menu fields if you want, they are not mandatory, but could be useful in resolving issues.

Secondary NOTE: The *** Subject** field, is mandatory and actually becomes the Request's Title. Provide a short description of the issue, such as; computer not booting, no network connection, no dial tone on phone, application error, etc. An incomplete subject field causes the following pop-up error when clicking the blue **Add request** button in the **green circle**.



The description field, is not mandatory, but could also be of great assistance in narrowing down the resolution(s) to your issue. Please describe the issue in greater detail here. Also note near the bottom of the page **in the purple circle**, there is a place for **E-mail ID(s) To Notify** and in the **khaki color circle**, a button for **attaching files** and/or screenshots if you need to do so (these are not mandatory fields/buttons and can be left blank or unclicked).

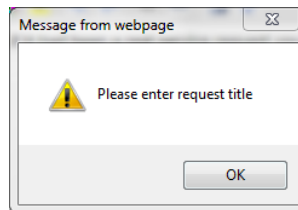
Last, but not least scroll down to the bottom of the page and click the blue **Add request** button, like the one you see in the **green circle** of the **1.NEW Request** image above. Congratulations, your request has been successfully created and you should receive a confirmation e-mail with a Request ID number.

Clicking the **2.UCC Campus Catering Request** option from the **Request Catalog** dropdown menu will take you to the following screen so you can create a new on Campus Catering Request.

The screenshot shows a web browser window displaying the 'New Request' form for 'UCC Campus Catering Request'. The form is titled 'New Request' and has a 'Change Template' dropdown set to 'UCC Campus Catering Request'. The form contains several input fields, some of which are pre-filled with placeholder text. A red rectangle highlights a section of the form containing the following fields: '* Name FirstName LastName here', 'Asset No Asset Available', 'Contact number Your phone # here', 'Department JT', 'Job Title Your job Title here', and 'Site Roseburg - Main Campus'. A green circle highlights the 'UCC Campus Catering Request' option in the 'Request Catalog' dropdown menu. Another green circle highlights the 'Add request' button at the bottom of the form. A khaki circle highlights the 'Attach file' button in the 'Attachments' section. The form also includes fields for 'Event Title', 'Event Lead Contact', 'JV Code', 'Catering Date', 'Delivery Location', 'Number in Party', 'Event Start time', 'Event End time', 'Meal time', and 'Linen Needed?'. A 'Subject' field is also present, which is mandatory and marked with an asterisk.

NOTE: The fields in the **red rectangle** are already filled in for you and can't be changed, just like in the Service Request. There are ten fields above the rectangle and one below marked with an *, this denotes that they are all mandatory fields that must be filled in.

Secondary NOTE: The * **Subject** field, which is mandatory, actually becomes the Request's Title. Provide a short description of the event, like; Tom's Birthday, Sam's Retirement, Debbie's promotion, In-service treats, etc. An incomplete subject field causes the following pop-up error when clicking the blue **Add request** button in the **green circle**.



The description field, again is not mandatory, but may be used to provide additional information as needed. Also note at the bottom of the page (in **the khaki color circle**, just like the service request) there is a button for **attaching files** if needed. Last but not least scroll down to the bottom of the page and click the blue **Add request** button like the one you see in the **green circle** of the **2.UCC Campus Catering Request** image above. Congratulations, your catering request has been successfully created and you should receive a confirmation e-mail with a Request ID number.

Watch UCC's website for shortcut links that will take you directly to the catering request, once you've successfully logged in.