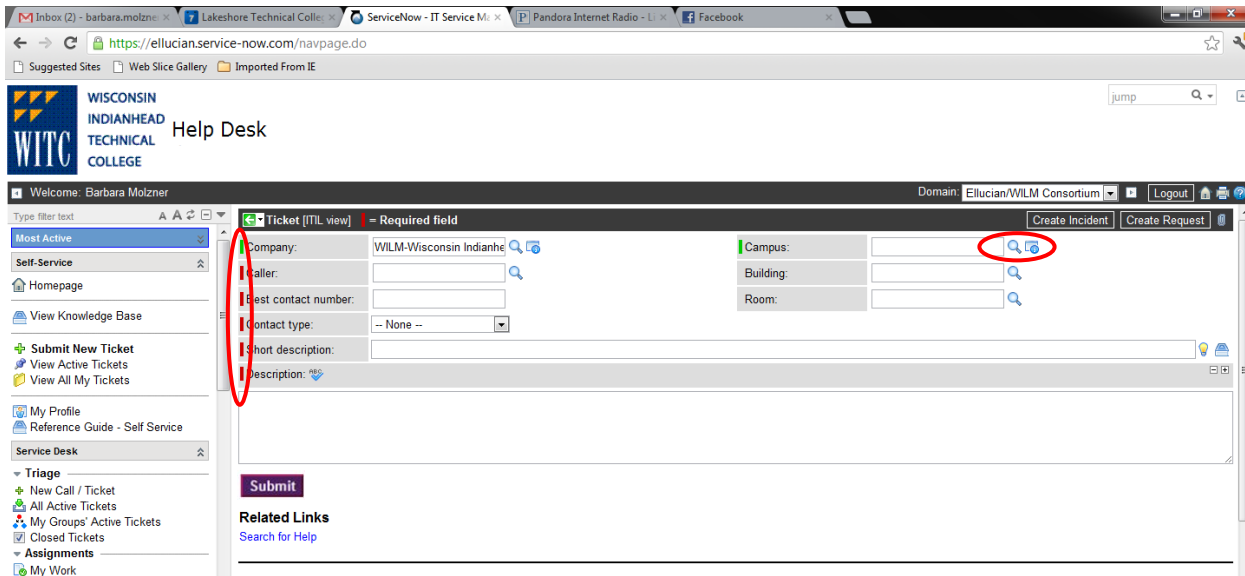



# Creating a Self-Service Help Desk Ticket



The following fields should be completed:

Field	Description
Caller	<p>Default is your name, because you have logged into the Help desk If you wish to create the ticket for someone else:</p> <ul style="list-style-type: none"> <li>You must use the Magnifying glass to display a search window.</li> <li>Be sure that the GO TO drop-down has NAME selected.</li> <li>Enter the name in the search box and press enter or click the search magnifying glass.</li> <li>Select the person by clicking their name in the NAME column of the window.</li> </ul>
Best Contact Number	<ul style="list-style-type: none"> <li>Defaults to the Phone number in your profile</li> <li><b>If this is not the best contact number for this ticket, change it to reflect the best contact number</b></li> </ul>
Contact Type	<ul style="list-style-type: none"> <li>The means in wish you would like to be contacted. (i.e. phone, email)</li> </ul>
Campus:	<ul style="list-style-type: none"> <li>Click on the  to see a list of valid campus descriptions.</li> <li><b>IMPORTANT:</b> You must select a campus.</li> <li>There are <b>NO</b> Buildings or room numbers created in the WITC database and are <b>NOT</b> required to submit a ticket.</li> </ul>
Short Description	<ul style="list-style-type: none"> <li>A brief description of the problem you are experiencing.</li> </ul>

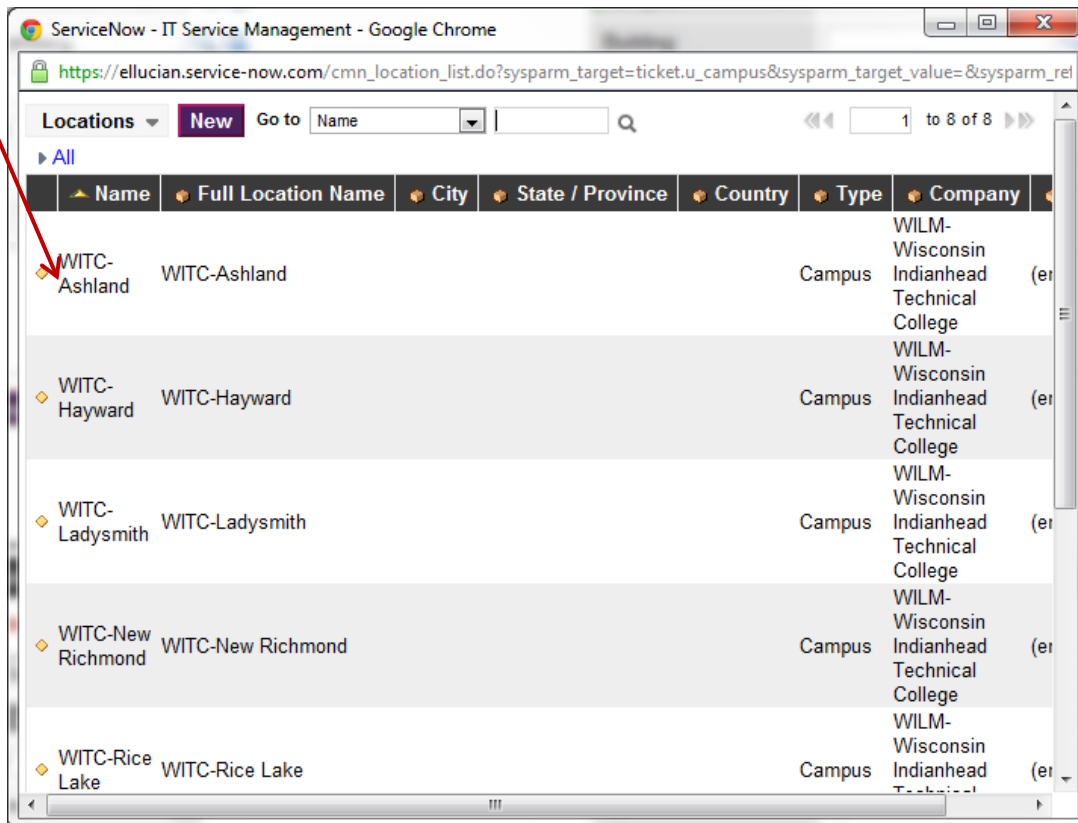
Description	<ul style="list-style-type: none"> <li>• A detailed description of the problem or your request.</li> <li>• The more information you can include about the problem or request, the better.</li> <li>• Please enter your location or room number, if applicable.</li> <li>• If this is classroom computer, please indicate the computer name.</li> </ul>
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- All fields that contain a Red Bar are required fields. Once filled, the Red will change to Green.
- When you login to the Self-Service Help Desk Application the Caller field will contain your name and the Best Contact Number will contain the information from your profile. **If this is not the best contact number for this ticket, please change it to be the number to contact you for this ticket.**
- Fields that have a Magnifying glass have pick lists. There are NO buildings or room number lists to select for WITC and these fields are NOT required to submit a ticket.

These lists contain the acceptable entries for the field. You cannot type in a new description for the field. The description **must** exist in the field list. **ALL campuses begin with WITC in the campus name.**

Below is an example of the window that appears when you click the magnifying glass for the Campus field.

You must select the item under the name column.



Below is the list of valid Campus' for WITC.

ServiceNow - IT Service Management - Google Chrome  
https://ellucian.service-now.com/cm\_location\_list.do?sysparm\_target=ticket.u\_campus&sysparm\_target\_value=&sysparm\_reference\_value=&sysparm\_nameofstack=reflist&sysparm\_clear\_stack=true&sysparm\_element=u\_campus&sysparm\_reference=cm\_location

Locations ▾ New Go to Name   🔍 « 1 to 8 of 8 »»

▸ All

Name	Full Location Name	City	State / Province	Country	Type	Company	Parent
WITC-Ashland	WITC-Ashland				Campus	WILM-Wisconsin Indianhead Technical College	(empty)
WITC-Hayward	WITC-Hayward				Campus	WILM-Wisconsin Indianhead Technical College	(empty)
WITC-Ladysmith	WITC-Ladysmith				Campus	WILM-Wisconsin Indianhead Technical College	(empty)
WITC-New Richmond	WITC-New Richmond				Campus	WILM-Wisconsin Indianhead Technical College	(empty)
WITC-Rice Lake	WITC-Rice Lake				Campus	WILM-Wisconsin Indianhead Technical College	(empty)
WITC-Shell Lake	WITC-Shell Lake				Campus	WILM-Wisconsin Indianhead Technical College	(empty)
WITC-Spooner	WITC-Spooner				Campus	WILM-Wisconsin Indianhead Technical College	(empty)
WITC-Superior	WITC-Superior				Campus	WILM-Wisconsin Indianhead Technical College	(empty)

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