

### Create a Help Desk Ticket using Help Desk Authority

All of the following instructions can be completed on campus or off campus over the Internet.

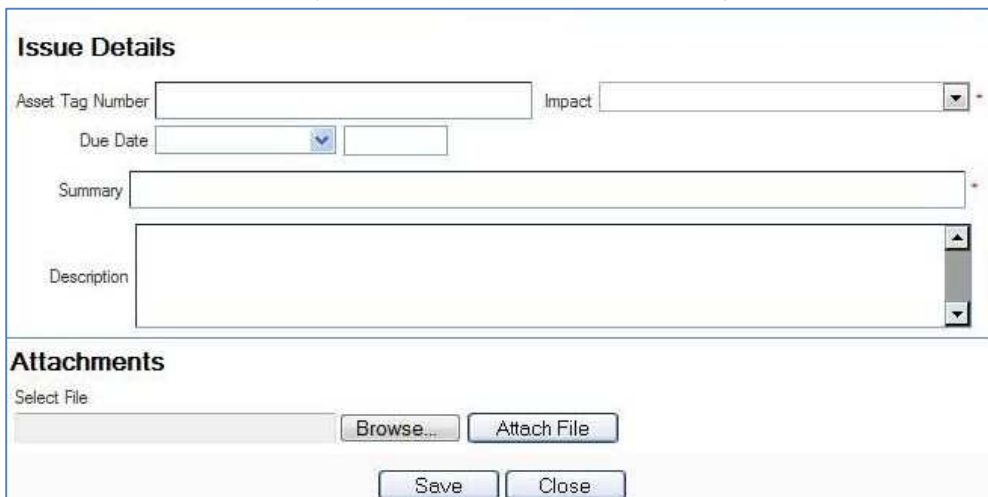
1. Go to <https://helpdesk.blueridge.edu>

**NOTE:** If you experience difficulties using Firefox or Chrome with HD Access, switch to Internet Explorer.

2. Log in with your Active Directory credentials  
(This is the same username and password you use to login to your computer and Google e-mail account.)
3. Click the "Submit New Issue" button towards the upper left-hand side of the page.



4. Enter the Issue details: (Fields with an asterisk \* are required, other fields are optional.)

A screenshot of a web form titled "Issue Details". The form contains several input fields: "Asset Tag Number" (text box), "Impact" (dropdown menu), "Due Date" (calendar icon and text box), "Summary" (text box), and "Description" (text area). Below the form is an "Attachments" section with a "Select File" label, a file input field, and "Browse..." and "Attach File" buttons. At the bottom of the form are "Save" and "Close" buttons.

Your contact information (Requester Details) will be filled in automatically from information in Active Directory. If you see any errors with your contact information, please either make a note in the description field of your ticket or send an e-mail to [helpdesk@blueridge.edu](mailto:helpdesk@blueridge.edu) to correct the information.

- a. **Asset Tag Number** (optional): Entering the affected computer's asset tag will help us more quickly troubleshoot your issue. If the issue affects multiple computers, you can enter the tag of a single computer or simply leave this field

blank if you are unsure what to enter. The number is 9 digits, as seen in the screen capture below:



- b. **Impact** (required): Use the drop down list to estimate how many people are affected by this issue. This information helps us prioritize and troubleshoot the problem.
  - c. **Due Date** (optional): If the request involves a specific deadline such as a new employee starting or a computer move, consider entering a due date.
  - d. **Summary** (required): A brief statement about your issue or request.
  - e. **Description** (optional): Describe as many details about the issue you are experiencing as possible.
  - f. **Attach any files** (optional) related to the issue that you feel might be helpful such as a screen shot or document files.
    - i. Click 'Browse'
    - ii. Search for file on disk
    - iii. Click 'OK'
    - iv. Click 'Attach File'
5. Click 'Save' to submit the ticket