SGU Help Desk Tech Request

Internet browser instructions

- Open an internet browser of your choice (Microsoft Edge, Google Chrome, Firefox, Safari)
- Go to sintegleska.edu
- Click on Quick Links
  - The following screen should appear

- Click on Tech Requests
  - The following screen should appear

- Fill out the following sections
  - Contact email
  - Summary – a few key words that describes the issue
  - Description – detailed description of the issue
  - Category – Please select the best option so the request goes to the correct department.
    - Computer Hardware (Desktop, Laptop, Monitor)
    - Computer Software
    - Email/Student Webmail
    - Google Classroom
    - JICS/Jenzabar
    - Network/Wi-Fi
    - Printer/Scanner
    - Username/Password
• Continue filling out the following sections

When filling out the Phone Number, select Canada as it is the same country code as the USA
  • Continue with the 10 digit phone number you want to be reached at

• Fill out your First and Last Name

Click Submit to submit your request into the system