• Locate the HelpDesk icon on your Windows desktop

• Click on HelpDesk
  o The following screen should appear

• Fill out the following sections
  o Contact email
  o Summary – a few key words that describes the issue
  o Description – detailed description of the issue
  o 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
SGU Help Desk Tech Request
Windows desktop instructions

• 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