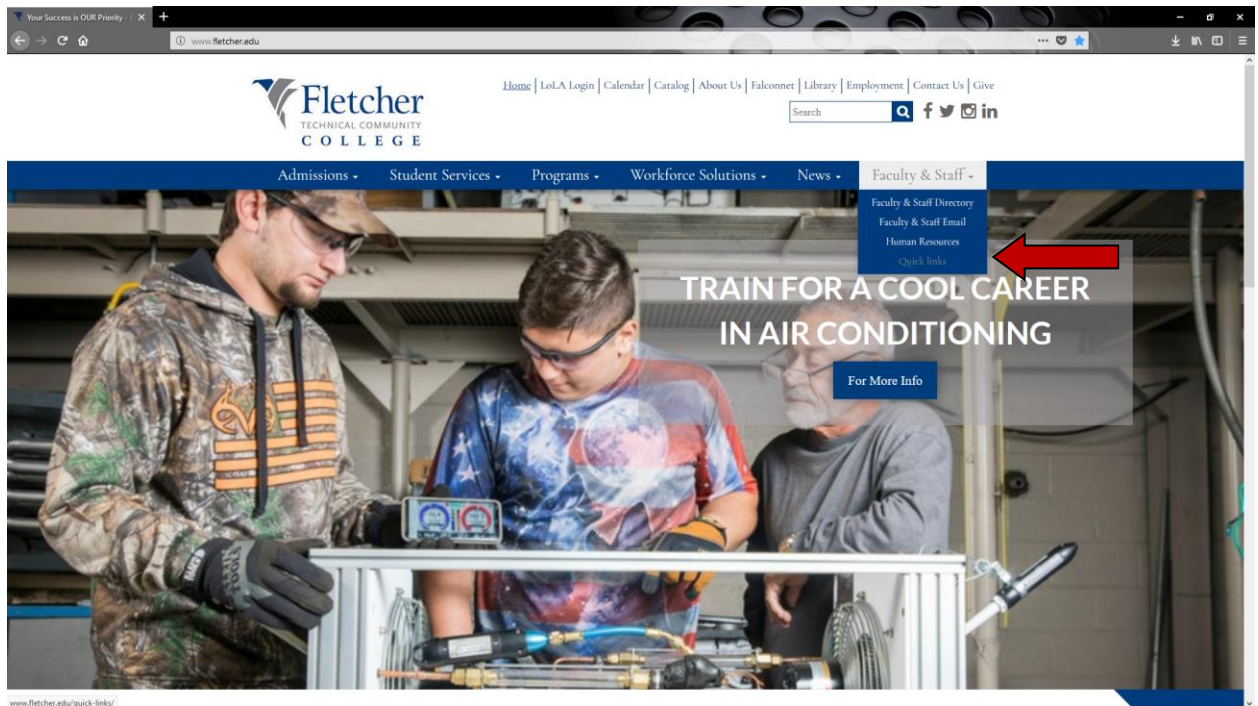




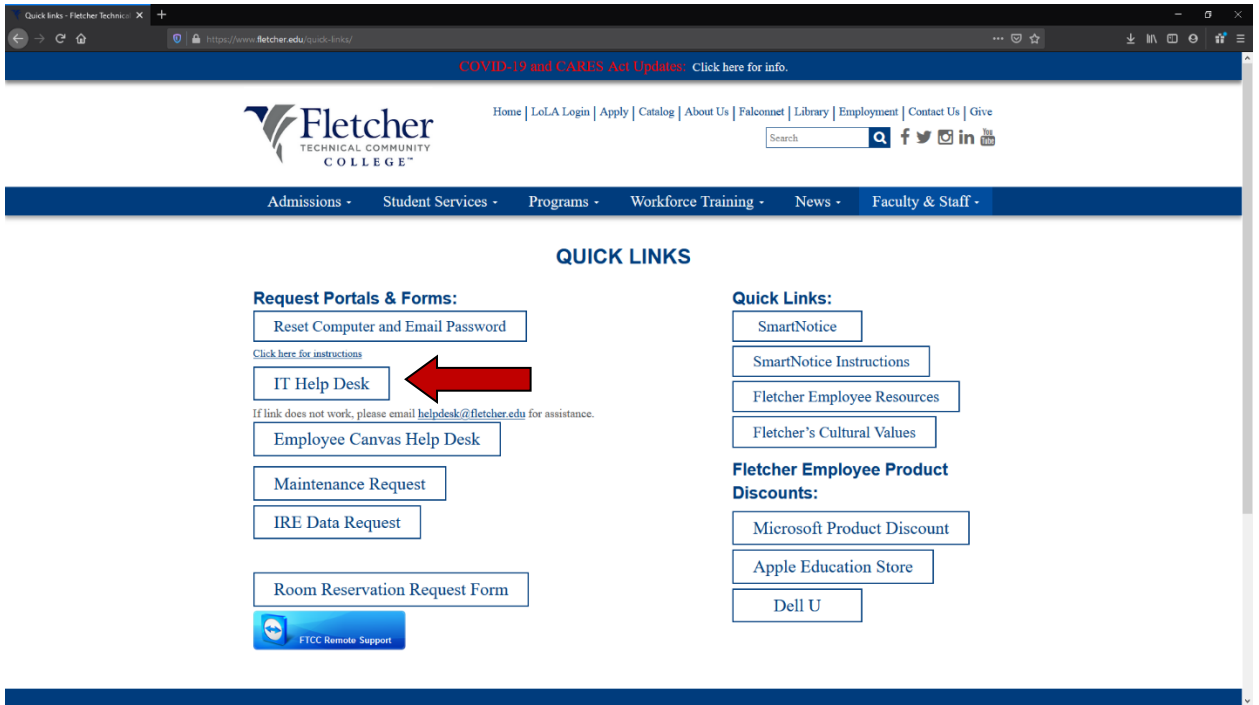
Information Technology Department

How to submit an IT Help Desk ticket

1. Go to Fletcher's website. www.fletcher.edu, Click Faculty and Staff and then [Quick Links](#)

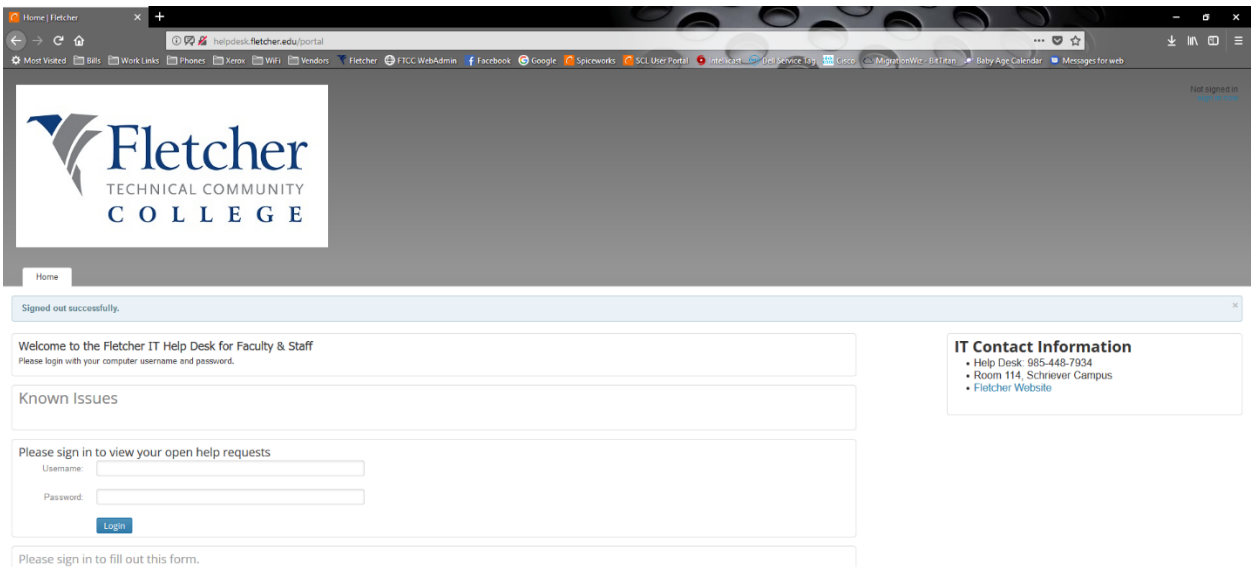


2. Under Online Services, Click [Help Desk](#).

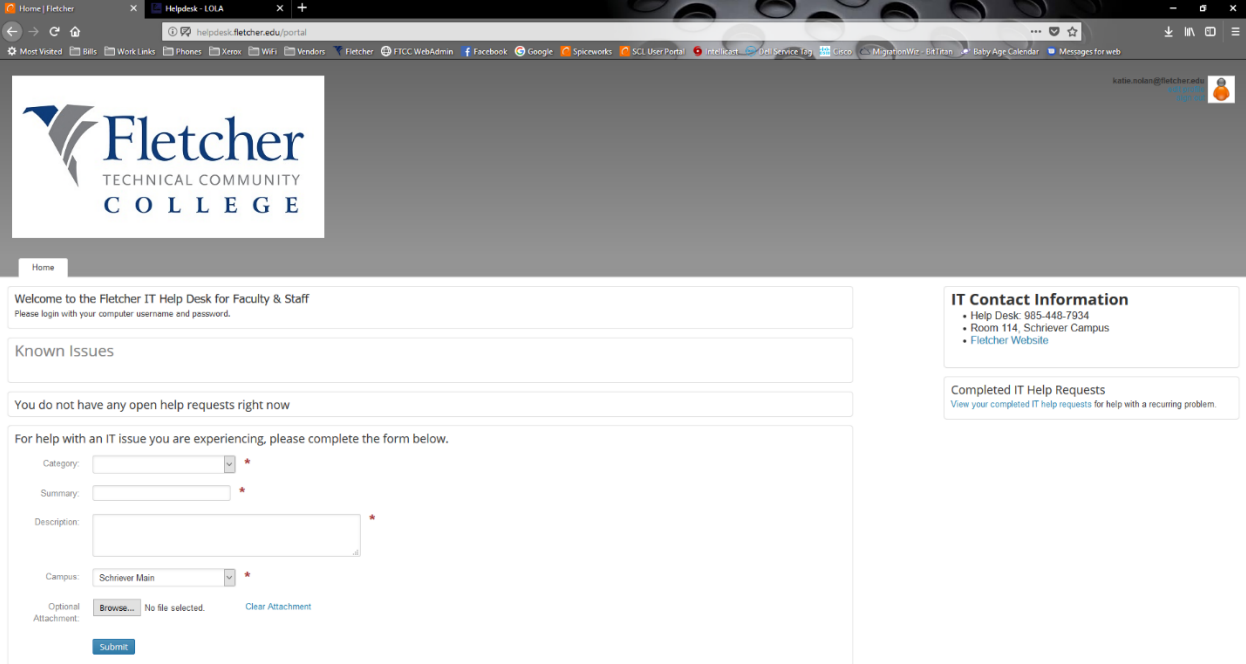


3. The Help Desk phone number is located to the right of the page. Also, there is a section for known issues. IT will post issues that affect large number of individuals here. If you are experiencing a known issue, there is no need to submit a help desk case. To submit a case you must log in.

*Your username and password will be the same username and password for computer access and email.



4. Enter a Summary and a Description for your problem. The more details the better IT can assist. There is also the ability to attach a document. If you want to take a screen shot of your error or anything that will assist us in resolving the issue you can attach it under optional attachment. Once you are finished filing it out, click submit request.



Home | Fletcher

helpdesk.fletcher.edu/portal

Most Visited | Bills | Work Links | Phones | Xerox | WiFi | Vendors | Fletcher | FTCC WebAdmin | Facebook | Google | Spaceworks | SCL User Portal | Faculty | IT Service Log | Cisco | MigrationWiz - BitTeam | Baby Age Calendar | Messages for web

katia.rodriguez@fletcher.edu

Fletcher
TECHNICAL COMMUNITY
COLLEGE

Home

Welcome to the Fletcher IT Help Desk for Faculty & Staff
Please login with your computer username and password.

Known Issues

You do not have any open help requests right now

For help with an IT issue you are experiencing, please complete the form below.

Category: *

Summary: *

Description: *

Campus: Schriever Main *

Optional Attachment: No file selected.

IT Contact Information

- Help Desk: 985-448-7934
- Room 114, Schriever Campus
- Fletcher Website

Completed IT Help Requests

[View your completed IT help requests for help with a recurring problem.](#)

- a. Once a ticket has been submitted IT will also receive an email acknowledgement.
- b. When IT assigns, adds comments, or closes the case, you will get another email. You can also add comments to the case. To view any updates to the case log back into the helpdesk. Notice now in the lower part of the screen you have a section that says “Check the status of your open help requests below.” All open cases you submitted will be listed here.
- c. Email will be generated when IT closes the cases. If your case is closed without resolution or the issue begins occurring again within a short time frame, you can reopen the case. Sign back into the help desk. On the right you will see “Completed IT Help Requests”.
- d. If you submit a case that is the same issue as another case that is in the queue, the tickets will be merged together. If three tickets are merged together, then all three submitters will receive auto-emails and be able to look at the merged ticket for updates.