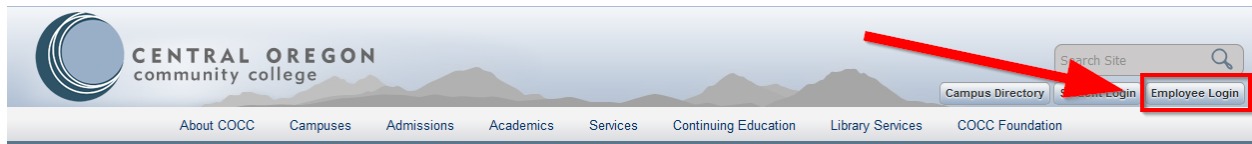


# Submitting an ITS Help Desk Ticket

Requesting Help from ITS



## Employee Login



Click the login icons above to access online services available to COCC faculty and staff. [Login help](#)

## Employee News & Info

- May 13, 5 p.m. - Last day to drop full term classes with no grade on transcript. Last day to change to/from audit or add classes. Course not spanning full term will have difference deadlines.
- May 16 - Beginning date for required

## Login with your network credentials

**Submit a Help Desk Ticket**  
Experiencing technical problems or have an issue to report? Click here to submit a ticket to your IT department.

**View Your Service History**  
Keep track of the tickets you've previously submitted and monitor the status of your reported technical problems.

**Knowledge Base**  
Find helpful information that can help you quickly resolve a technical problem on your own. Click here to access helpful articles. Try to save time by doing it yourself!

Complete the form as detailed as possible. For this example, an instructor would like ITS to set up a student e-mail/Office365 account so that the instructor can better demonstrate tasks using a student perspective.

General Details

Category: Faculty/Staff Support | Other | Please Describe Problem:

\* Subject: faculty requesting student office365 account

\* Description: HIT professor Wendy Earthsong would like a student e-mail/Office 365 account to better demonstrate what students will do in their e-mail and in Office programs. Others in CIS have done this. The new e-mail will likely be wendy.earthsong@cocc.edu

\* Urgency: Routine (4-7 days)

Location: |

Room Number: |

Attachments: Advanced Search

Submit Cancel

After the request is submitted, you'll receive an automated confirmation via e-mail. Soon after, you'll receive confirmations that the task has been assigned. You may also get an e-mail from the assigned ITS member if they need more information to process your request.

Thank you for using the ITS helpdesk system!

Service Request #18462 status has been changed to Assigned

Title: faculty requesting student office365 account  
Description: HIT professor Wendy Earthsong would like a student e-mail/Office 365 account to better demonstrate what students will do in their e-mail and in Office programs. Others in CIS have done this. The new e-mail will likely be [wendy.earthsong@cocc.edu](mailto:wendy.earthsong@cocc.edu)  
Category: Faculty/Staff Support  
Sub Category: Other  
Assigned To: Juan Olmeda-Chavez  
Urgency: Routine (4-7 days)  
Status: Assigned

Finally, you'll receive notice that the job is done and the request is closed.

Thank you for using the ITS helpdesk system!

Service Request #18462 has been changed to Closed

Title: faculty requesting student office365 account  
Description: HIT professor Wendy Earthsong would like a student e-mail/Office 365 account to better demonstrate what students will do in their e-mail and in Office programs. Others in CIS have done this. The new e-mail will likely be [wendy.earthsong@cocc.edu](mailto:wendy.earthsong@cocc.edu)  
Category: Faculty/Staff Support  
Sub Category: Other  
Assigned To: Juan Olmeda-Chavez  
Urgency: Routine (4-7 days)  
Status: Closed

**\*\*SOLUTION\*\***

Solution: All done! The user account is ready in Office 365.

Username: [wendy.earthsong@cocc.edu](#)

Password: [\[REDACTED\]](#)

If Wendy logs in to one of the computers in the computer lab, she should be able to change her password to something more meaningful to her.

Notified Ralph via email.