



Wesleyan College

Technology Support Helpdesk User Guide

How to submit requests, track tickets, review solutions, and share feedback

support.wesleyancollege.edu

Guide purpose

This guide explains how to use the Technology Support Helpdesk to request IT assistance, follow ticket updates, communicate with technicians, approve or reject solutions, and rate your support experience.

Elevating Solutions, Empowering Success.

At a Glance

The helpdesk is the best place to report technology issues, ask for support, upload screenshots, track progress, and keep all communication about a request in one place.

Typical Helpdesk Workflow

Stage	What you do	What happens next
1. Submit	Create a ticket with a clear title, location, description, and optional screenshots.	The helpdesk records your request and sends confirmation.
2. Communicate	Reply inside the ticket when IT asks questions or provides updates.	All messages and attachments stay with the ticket history.
3. Review	When IT proposes a solution, review it and approve or refuse it.	Approving closes the ticket; refusing reopens the work for follow-up.
4. Rate	Complete the satisfaction survey after the ticket is closed.	Your feedback helps IT improve support and service quality.

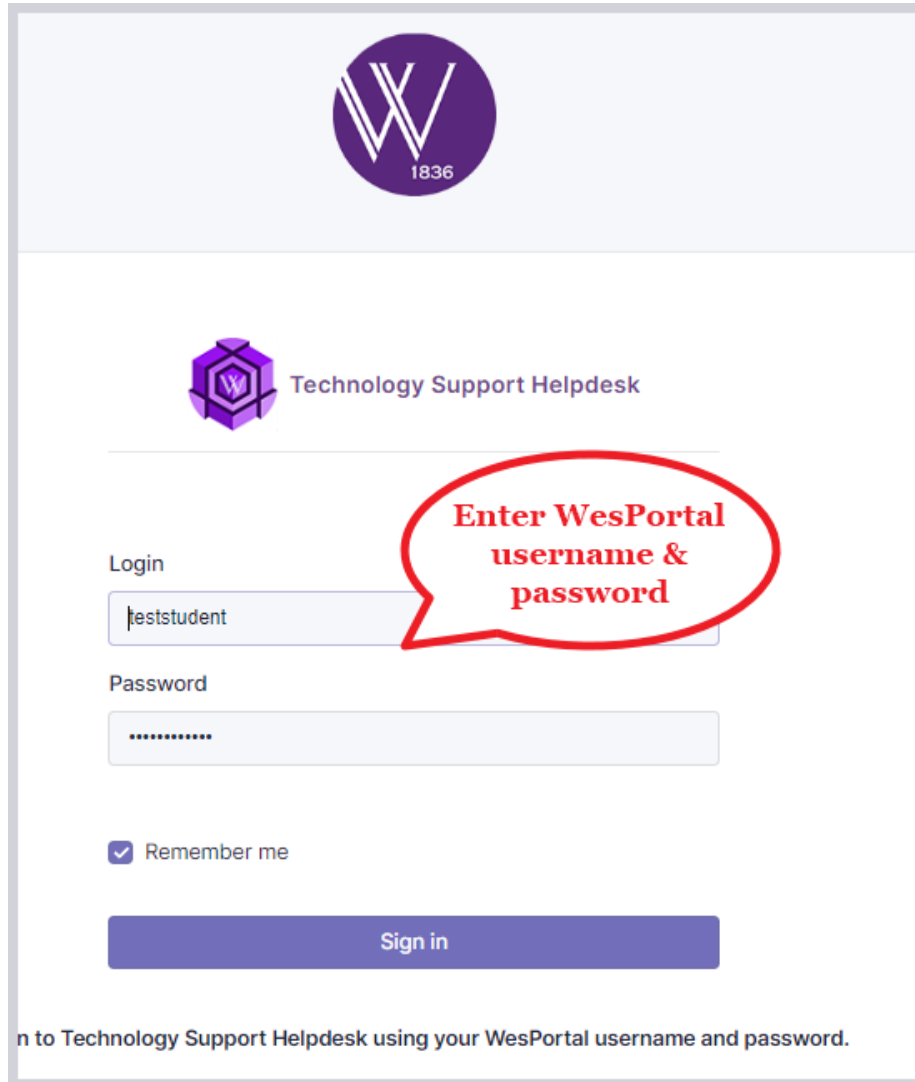
Before You Submit a Ticket

- Use a specific title, such as "Projector not displaying laptop screen" or "Printer will not print."
- Include the location, especially for classroom, office, printer, projector, or network issues.
- Describe what happened, when it started, and whether other people are affected.
- Attach screenshots or documents when they help explain the issue.

1. Log in to the Helpdesk

Go to the Technology Support Helpdesk website and sign in with your WesPortal username and password. Click Sign in to continue.

- Use Remember me only on a trusted personal device.
- Do not use Remember me on shared or public computers.



Wesleyan College logo (1836)

Technology Support Helpdesk

Login

teststudent

Password

.....

☒ Remember me

Sign in

n to Technology Support Helpdesk using your WesPortal username and password.

Figure 1. Log in with your WesPortal username and password.

2. Understand the Helpdesk Home Page

After logging in, the left menu gives you access to the main helpdesk tools. Use Create a ticket to submit a request, and Tickets to view current and past requests.

- Use Create a ticket for a new technology issue or service request.
- Use Tickets to track status updates and communicate with IT.
- Use the top-right user menu to update profile information and preferences.

The screenshot shows the Wesleyan College Helpdesk home page. On the left is a dark blue sidebar with the Wesleyan College logo at the top. Below the logo are three menu items: 'Home' with a house icon, '+ Create a ticket' with a plus icon, and 'Tickets' with a clock icon. The 'Tickets' item is highlighted with a red box and a red circle containing the number '2'. A red callout bubble points to this box with the text 'See all your tickets.' The main content area has a light gray header with a breadcrumb trail 'Home / + Create a ticket'. Below this is a form titled 'Describe the incident or request'. The form contains several fields: 'Urgency *' with a dropdown menu set to 'Medium'; 'Location' with a dropdown menu and icons for location and map; 'Title *' with a text input field; and 'Description *' with a rich text editor showing 'Paragraph' as the selected format and bold/italic buttons. A red circle with the number '1' points to the 'Description' field with a callout bubble saying 'Fill out the form and submit your ticket.' Below the description field is a file upload section labeled 'File(s) (5 Mio max) i' with a dashed border and the text 'Drag and drop your file here, or'. It includes a 'Choose Files' button and a 'No file chosen' status. At the bottom right of the form is a blue button labeled '+ Submit message'. A red circle with the number '3' points to the top right corner of the page, where a user profile is displayed. The profile shows 'User Wesleyan College' and a blue button labeled 'ST'. A red callout bubble points to this area with the text 'Access your settings: phone number, location, and upload avatar.'

Figure 2. Helpdesk home page overview.

3. Access Your Settings

Click your initials or avatar in the upper-right corner of the page. From the menu, choose My settings.

- Your settings allow IT to locate you and contact you more quickly.
- Keep your phone number and location up to date.

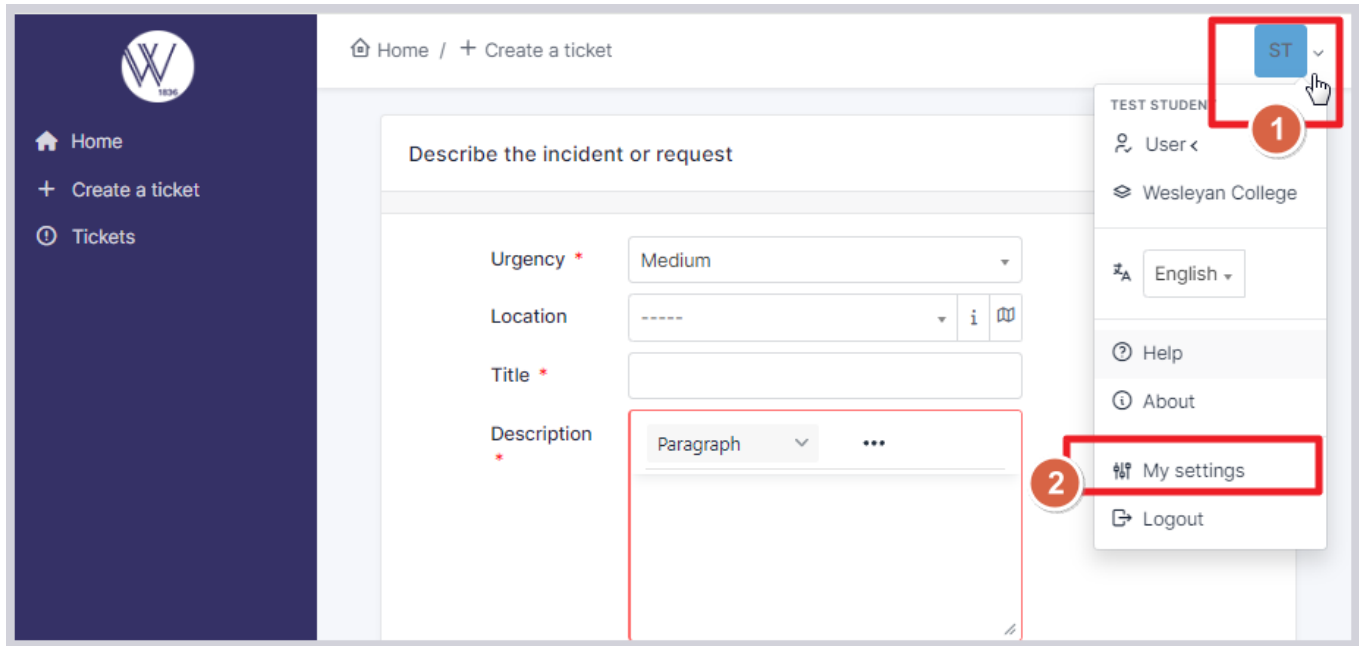


Figure 3. Open the user menu and choose My settings.

4. Update Your Profile Information

In My settings, update your phone numbers, office or dorm location, avatar, and personalization settings. After making changes, click Save.

- Mobile phone and office phone help IT contact you when needed.
- Location is especially helpful for classroom, desktop, printer, projector, and network issues.
- Use the Personalization tab for theme, language, font, and other display preferences.

The screenshot shows the 'Personalization' tab of a user profile settings page. The page is titled 'Main Personalization' and shows the user's login as 'teststudent'. The profile information section includes fields for Surname (Test), First name (Student), Synchronization field (288644), Language (English), Time zone (Use server configuration), Phone, Mobile phone (478-252-7667), Phone 2, Administrative number (2470), and Location (...s > Olive Swann Porter > Barracks). The 'Remote access keys' section shows an API token and a 'Regenerate' button. A 'Save' button is at the bottom. Red annotations with numbered circles (1-5) and arrows point to specific fields: 1 points to the Mobile phone field, 2 points to the Administrative number field, 3 points to the Location field, 4 points to the 'Picture' field under the 'Upload/change avatar' section, and 5 points to the 'Personalization' tab header. A red callout bubble at the top right says 'Theme, language, font, and other personalization settings.'.

Figure 4. Update profile information and personalization settings.

5. Create a New Ticket

Click Create a ticket and complete the request form. A clear ticket helps IT understand the issue and respond more efficiently.

- Choose the urgency level and location.
- Write a clear title and detailed description.
- Upload screenshots or supporting documents when helpful.
- Click Submit message when the ticket is complete.

The screenshot shows the 'Create a ticket' form in the Wesleyan College Technology Support Helpdesk. The form is titled 'Describe the incident or request'. It includes fields for Urgency (set to Medium), Location (Main Campus > Jones Hall), Title (Printer won't print), and Description (The printer downstairs has been malfunctioning all week. Please fix.). There is a file upload section with a 'Choose Files' button and a 'No file chosen' status. A '+ Submit message' button is at the bottom. A confirmation message box at the bottom right states: 'Item successfully added: Printer won't print (26) Thank you for using our automatic helpdesk system.'.

Annotations on the form:

- 1**: Points to the '+ Create a ticket' link in the left sidebar.
- 2**: Points to the 'Description' field.
- 3**: Points to the file upload section with the text 'Upload supporting screenshots or documents.'
- 4**: Points to the confirmation message box with the text 'Confirmation'.

Figure 5. Create a ticket and provide clear details.

6. Confirm the Ticket Was Submitted

After submitting your request, the helpdesk displays a confirmation message. This confirms that your ticket has been created successfully.

- The confirmation appears on screen immediately after submission.
- You will also receive a confirmation email.

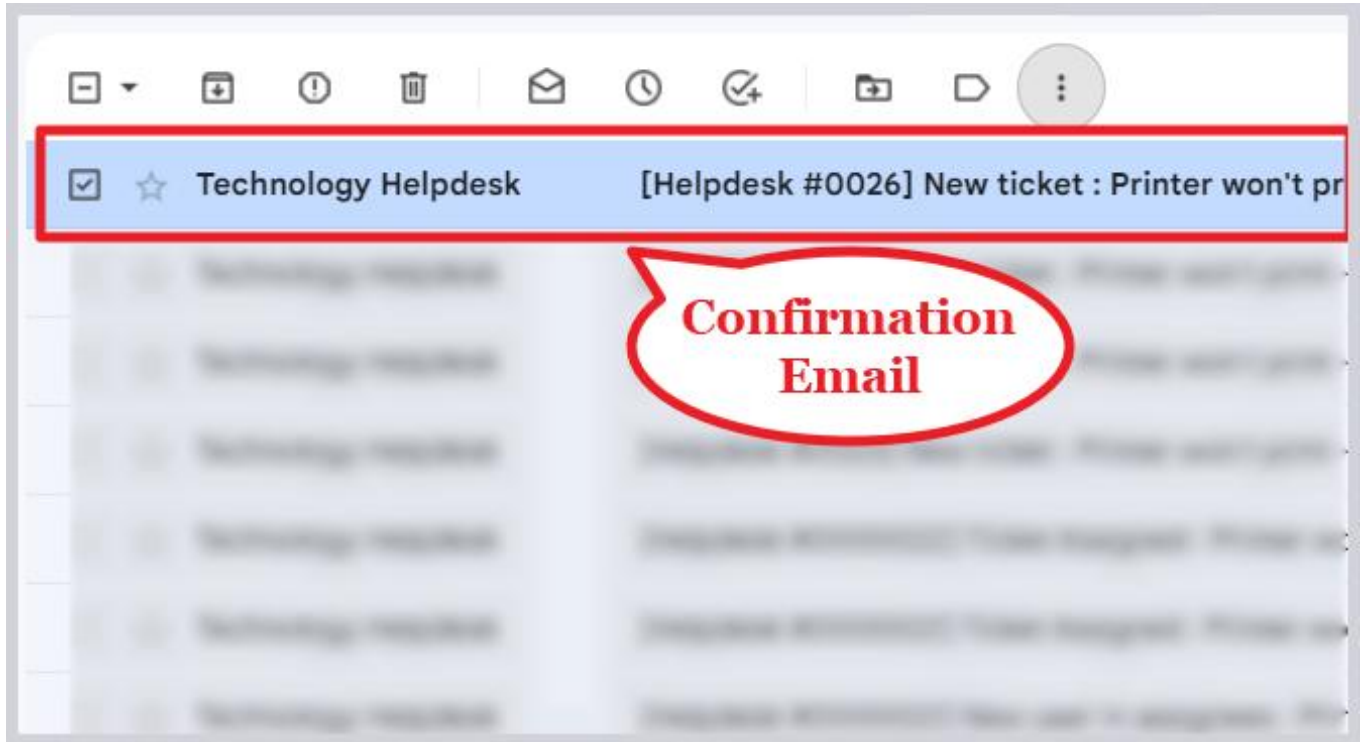


Figure 6. On-screen confirmation after submitting a ticket.

7. Review the Confirmation Email

The confirmation email includes your ticket number, ticket title, and links back to the helpdesk. Keep this email for reference.

- Click the ticket number or the link in the message to open the ticket.
- The email confirms that IT has received your request.

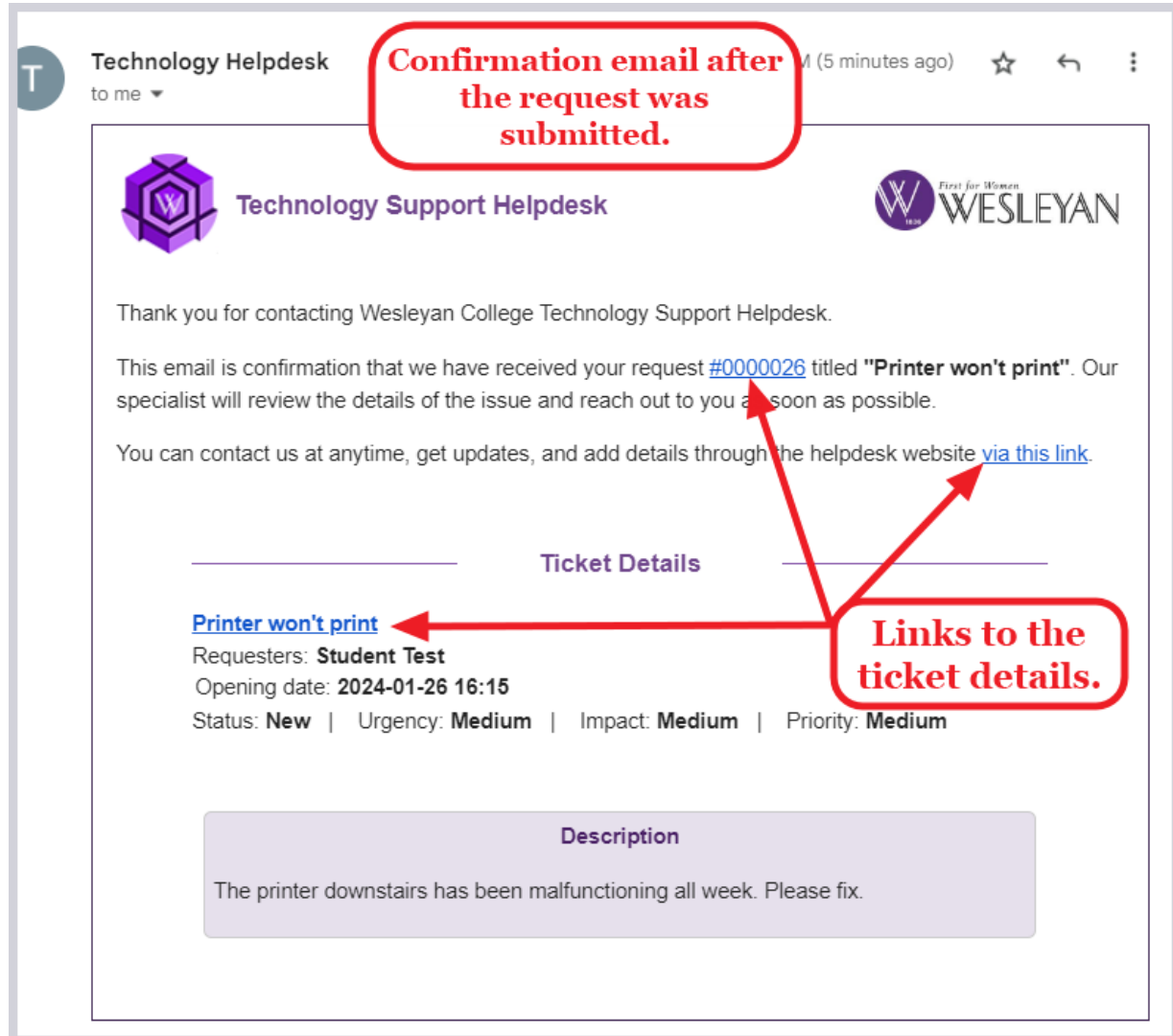


Figure 7. Confirmation email with ticket links and details.

8. View Your Ticket List

Click Tickets in the left menu to see your submitted tickets. The list shows important details such as status, priority, opening date, last update, requester, and assigned technician.

- Click the ticket title to open the full ticket details.
- Hover over toolbar icons to learn what each tool does.

The screenshot displays the Wesleyan College Technology Support Helpdesk interface. On the left sidebar, the 'Tickets' link is highlighted with a red box and a callout bubble that says 'Click for details.' with a red arrow pointing to it. The main content area shows a toolbar with various icons, highlighted with a red box and a callout bubble that says 'Tools To learn the function of each icon, simply hover your mouse over it.' Below the toolbar is a table of tickets.

ID	TITLE	STATUS	LAST UPDATE	OPENING DATE	PRIORITY	REQUESTER - REQUESTER	ASSIGNED TO - TECHNICIAN
20	Printer won't print	New	2024-01-26 16:15	2024-01-26 16:15	Medium	Test Student	
1	Test Connectivity issues.	Solved	2023-12-01 16:31	2023-06-14 13:41	Medium	Test Student	Chernokov Sergey Teddars Jan

At the bottom of the ticket list, there is a pagination control showing '15 rows / page' and 'Showing 1 to 2 of 2 rows'.

Figure 8. View and search your ticket list.

9. Open Ticket Details and Communicate with IT

The ticket details page shows the full conversation and history. Use this page to reply to IT staff, read updates, upload additional files, and review ticket information.

- Activity badges show replies and historical ticket events.
- Messages from you and the technician appear in the ticket timeline.
- The right side of the page contains status, urgency, priority, location, and other details.

The screenshot displays the 'Ticket Details' page. On the left, a sidebar shows 'Tickets' with sub-items: 'Statistics' (2), 'Historical' (18), and 'All'. Red boxes and arrows highlight these counts, with a callout stating: 'Activity badges. Tickets: 2 replies from technician(s). Historical: 18 events (click to see details)'. The main content area shows a ticket titled 'Printer won't print' created 10 days ago by 'Student Test' and last updated 2 days ago by 'Sergey Chernokov'. The ticket description reads: 'The printer downstairs has been malfunctioning all week. Please fix.' Below this, a conversation timeline shows messages from 'Sergey Chernokov' (IT Helpdesk) and the user. A callout points to the user's profile picture: 'Your avatar if uploaded in Settings.' Another callout points to the technician's messages: 'Communication with technician(s)'. A third callout points to a placeholder for an uploaded image: 'Uploaded image(s)'. On the right, a 'Tickets' sidebar lists various details: Opening Date (2024-0...), Type (Request), Category (----), Status (Processing (assigned)), Request Sources (IT Helpdesk), Urgency (Medium), Impact (Medium), Priority (Medium), and Locations. A callout points to this sidebar: 'Other details.'

Figure 9. Ticket details, activity, technician communication, and attachments.

10. Review a Proposed Solution

When a technician proposes a solution, you may receive a Ticket Solved email. Use the link in the email to return to the ticket and review the proposed solution.

- Read the proposed solution carefully.
- Test whether the issue has been resolved before approving the solution.

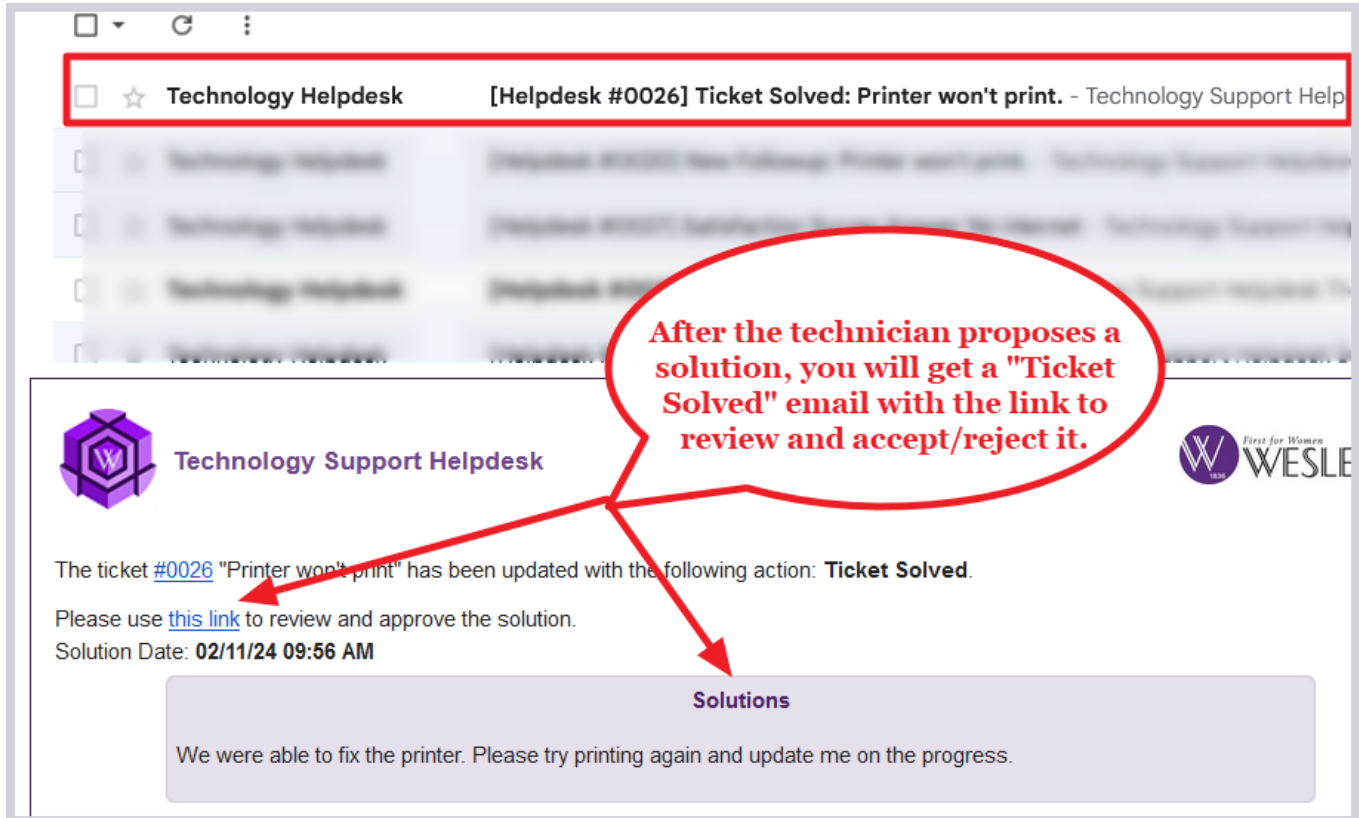


Figure 10. Ticket Solved email with a link to review the proposed solution.

11. Accept or Reject the Solution

After reviewing the solution, respond inside the ticket. If the issue is resolved, click Approve. If the issue is not resolved, click Refuse and explain what still is not working.

- Add comments so IT understands the outcome.
- Attach additional screenshots if the issue continues.
- Approving the solution allows the ticket to close.

The screenshot displays a helpdesk ticket interface. At the top, a blue header bar contains the text "Created: 1 minutes ago by Sergey Chernokov" and a profile picture of a man. Below this, a light blue box contains the text "We were able to fix the printer. Please try printing again and update me on the progress." A red speech bubble points to this box with the text "Proposed solution." To the left of the main content area is a wolf head icon. The main content area is titled "Approval of the Solution". Below this title is a "Comments" section with a text editor. The text editor has a toolbar with options for Paragraph, Bold (B), Italic (I), Underline (A), and a list of icons. The text "The printer works now. Thank you." is entered in the text area. A red speech bubble points to this text with the text "Write your response to the solution." Below the text area is a file upload section titled "File(s) (5 MB max)" with a dashed border. It contains the text "Drag & drop your file here, or" and a "Browse..." button. At the bottom of the form, there are two buttons: "X Refuse" and "✓ Approve". A red box highlights these buttons, and a red speech bubble points to them with the text "Accept or reject the solution."

Figure 11. Approve or refuse a proposed solution.

12. Complete the Satisfaction Survey

After a ticket is closed, you may receive a satisfaction survey email. The survey helps IT understand your experience and improve service.

- Click Go to Survey to provide feedback.
- Feedback helps improve response time, communication, and overall support.

The screenshot shows an email interface. At the top left, there's a header with a 'T' icon and the text 'Technology Helpdesk to me'. Below this is a purple banner with the Wesleyan College logo and 'Technology Support Helpdesk'. To the right of the banner is the Wesleyan College logo with the tagline 'First for Women WESLEYAN'. The main heading is 'Satisfaction Survey for ticket #0026'. Below this is a purple bar with the question 'How was your experience with our team?' and five gold stars. To the left, there's a table with ticket details: Ticket # (0026), Closing Date (02/12/24 04:01 PM), and Summary (Printer won't print:). To the right of the table is a red speech bubble with the text 'Rate your experience with the helpdesk.' Below the table is a button labeled 'GO TO SURVEY'. At the bottom, there's a horizontal line followed by the text 'Thank you and if you have any issues please let us know.'

Technology Helpdesk
to me ▼

Technology Support Helpdesk

First for Women
WESLEYAN

Satisfaction Survey for ticket #0026

How was your experience with our team?

Ticket #:	0026
Closing Date:	02/12/24 04:01 PM
Summary	Printer won't print:

GO TO SURVEY

Rate your experience with the helpdesk.

Thank you and if you have any issues please let us know.

Figure 12. Satisfaction survey email.

13. Rate Your Experience

On the survey page, select the number of stars that best represents your experience. You may also add comments about what went well or what could be improved.

- Select a star rating.
- Add optional comments.
- Click Save when finished.

The screenshot shows a web interface for a helpdesk survey. At the top, there is a navigation bar with 'Add', 'Search', and 'Lists' buttons. Below this, a header section displays 'Printer won't print (26)' with a black dot icon. The main content area is titled 'Provide feedback on your experience with this ticket'. It features a star rating system with five stars, where the first star is highlighted. A red callout bubble with the number '1' points to the stars, containing the text 'Rate your experience. by selecting the number of stars.' Below the stars is a text input field labeled 'Comments' with the placeholder text 'The help I received was prompt and on point and I am able to print now. Thank you.' A red callout bubble with the number '2' points to this field, containing the text 'Optionally, add comments about your experience.' At the bottom right, there is a blue 'Save' button with a floppy disk icon. A red callout bubble with the number '3' points to this button.

Figure 13. Rate your helpdesk experience and add comments.

14. Change Your Feedback Later

You can update your satisfaction response later if needed. Open the closed ticket, choose Satisfaction, update your rating or comments, and click Save.

- This is useful if your experience changes after the ticket closes.
- Updated feedback remains connected to the original ticket.

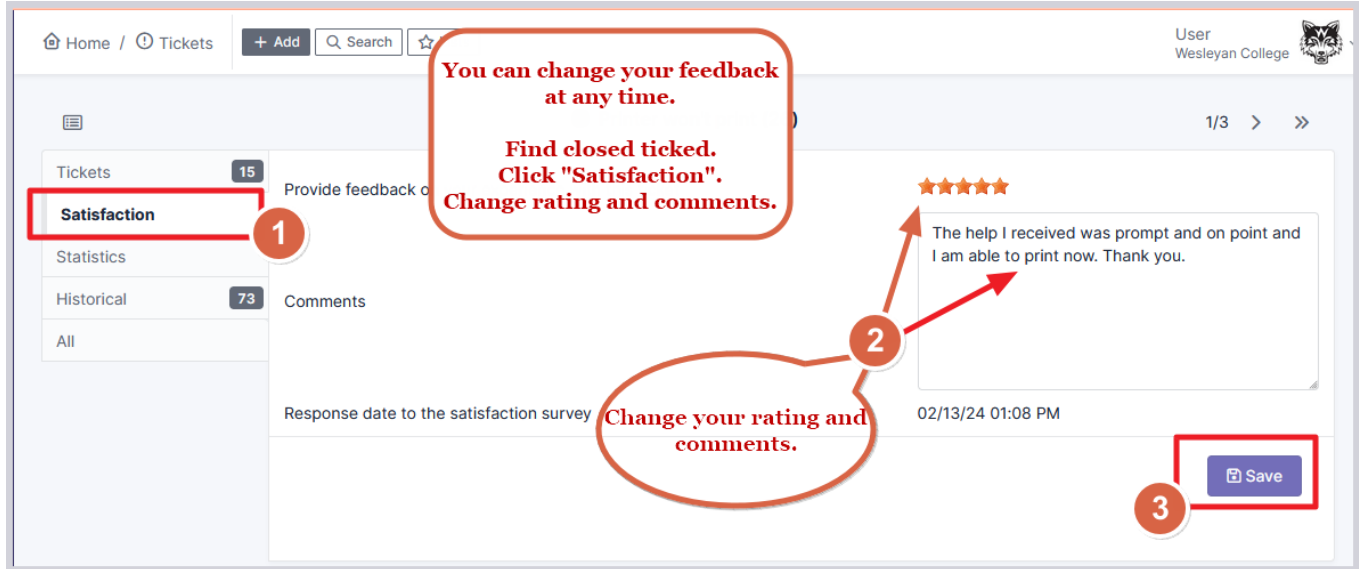


Figure 14. Update satisfaction feedback later if needed.

15. Search and Filter Tickets

The ticket search page allows you to find tickets by status, title, priority, date, requester, and other criteria. This is helpful when you have multiple requests.

- Use filters to narrow the ticket list.
- Search by open, closed, solved, or other status values.
- Click a ticket title to open the details.

The search bar enables comprehensive ticket filtering based on various criteria.

ID	SUMMARY	STATUS	LAST UPDATE	OPENING DATE	PRIORITY	REQUESTER - REQUESTER	ASSIGNED TO
31	WesPortal login	Processing (assigned)	02/13/24 12:49 PM	02/13/24 12:44 PM	Medium	Student Test	Hel
25	Printer won't print	New	02/12/24 03:52 PM	01/31/24 05:34 PM	Medium	Student Test	Ser
30	No internet	Processing (assigned)	02/12/24 11:44 AM	02/10/24 07:54 AM	Medium	Student Test	Ser
24	Printer won't print	New	02/12/24 10:44 AM	01/31/24 05:28 PM	Medium	Student Test	Ser
20	Printer won't print	Processing (assigned)	02/11/24 09:07 AM	01/26/24 04:15 PM	Low	Student Test	Ser
29	No internet	New	02/10/24 07:48 AM	02/10/24 07:48 AM	Medium	Student Test	Ser
28	No internet	New	02/10/24 07:38 AM	02/10/24 07:38 AM	Medium	Student Test	Ser
23	Printer won't print	Processing (assigned)	02/10/24 06:40 AM	01/31/24 05:14 PM	Medium	Student Test	Ser
22	Printer won't print	New	02/10/24 06:38 AM	01/30/24 02:57 PM	Medium	Student Test	Ser
1	Test Connectivity issues.	Solved	12/01/23 04:31 PM	06/14/23 01:41 PM	Medium	Student Test	Ser

50 rows / page Showing 1 to 10 of 10 rows

Figure 15. Use the search bar to filter tickets by criteria.

Best Practices for Getting Help Faster

A complete, clear ticket helps the IT team troubleshoot faster and reduces the need for follow-up questions.

- Include a clear title that describes the issue.
- Explain what you were trying to do and what happened instead.
- List the room, building, office, dorm, printer, or device involved.
- Attach screenshots of error messages whenever possible.
- Reply inside the existing ticket instead of creating a second ticket about the same issue.
- Approve or refuse proposed solutions so IT knows whether the issue is resolved.
- Complete the satisfaction survey to help improve helpdesk service.

Need help using the helpdesk?

Contact the Wesleyan College Technology Support Helpdesk. The IT team is here to help you use technology with confidence.