Creating a Support Ticket

Step 1.
Open an Internet Browser to whd.semo.edu

or
Click the Create a Ticket button on the semo.edu/it webpage

Step 2.
Login with your SE Key Username and Password

Step 3.
When creating a new Help Desk Request, make sure to pick the specific Request Type that you need assistance with.

For Example: Your computer is making a loud noise. You would select the category Hardware and then the sub-category of Computer, and finally the problem category of Abnormal Noise.

Step 4.
Type in the Tag number of the University computer you are using or a relevant idea of the problem, if a non-University computer, into the Subject line.
Step 5.
For the Request Detail, please make sure to include as much information about the issue as you can. You must include the Location, contact information, and any relevant information you can think of involving the problem.

Step 6.
Once the ticket is ready, please save it. Then you will receive an email about the ticket being created and a number that was assigned to the ticket.

Viewing and Updating a Support Ticket in WHD

Step 1.
You can use the History button at the top of Web Help Desk to access previous tickets to make any changes necessary.

Step 2.
Under the History button, your open tickets that you currently or have recently been worked on will be listed.

Step 3.
You can click on the Ticket number to open the ticket and see any relevant notes that have been added by techs, or you can add any notes with changes about the location if a ticket was typed in incorrectly.

Step 4.
To add a note, click on Add Note and then type in the updated information and hit save. This will add the note to the request and the Tech will be able to see the note and update the ticket as necessary. Also located at the top-right, there is a Cancel Ticket button in case the issue resolves itself.

Note: an example ticket is on the next page
Frequently Asked Questions

There is also a FAQ section that allows one to look up FAQ’s created by the Help Desk involving known issues that can be solved without creating a ticket.

For example: A Moodle Course is not showing up when the student logs in. If you select the Category of Moodle/OIT and then the Sub-Category of Course Listing Problem, several FAQ’s show up that you are able to select to see how to resolve these issues. In this case, the FAQ says that the student would need to speak with their instructor to have the course set to be viewable by students.

Messages

There is also a Messages Section that displays messages that are sent out if there are client issues that may occur. For clients, this section is not yet available.

Profile

Lastly, there is a Profile section that displays all the information for oneself in WHD. This section will list items such as contact number, location, Email address, and ID number.