

Welcome to Zendesk your new IT ticket system!

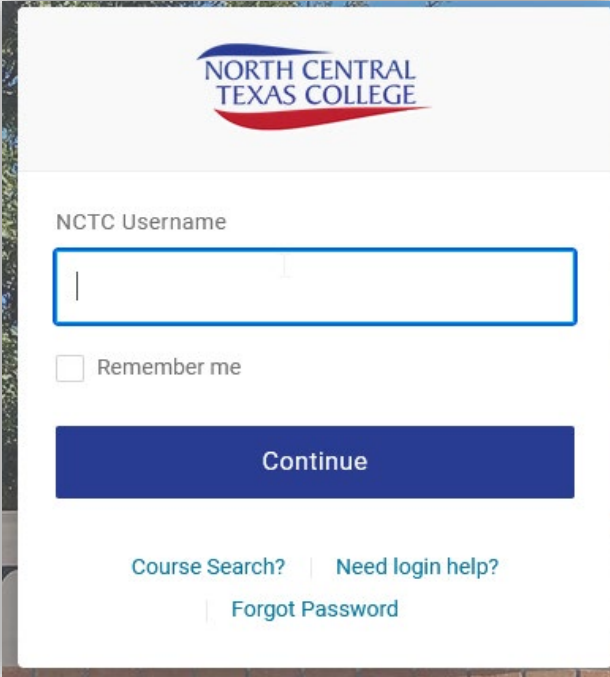
If you have a OneLogin account, you already have access to Zendesk so let's get started!

Using your browser of choice, log into your [OneLogin](#) account.

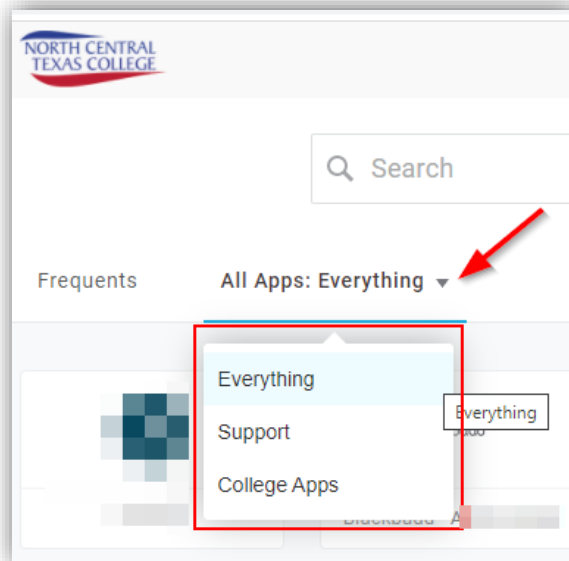
Once at the login screen, enter your **username** then click continue. You will then enter your **password** then click continue again.

If you do not recall your login information you can select **Forgot password** at the bottom of the login screen.

*****You may also call our IT helpdesk at (940) 668-4284 for immediate assistance (during business hours).***

The screenshot shows the login interface for North Central Texas College. At the top is the college's logo. Below it is a text input field labeled "NCTC Username". Underneath the field is a checkbox labeled "Remember me". A large blue button labeled "Continue" is positioned below the checkbox. At the bottom of the form, there are three links: "Course Search?", "Need login help?", and "Forgot Password".

*****If you are using a mobile device and need instructions, please refer to the [Mobile Device](#) section below.***



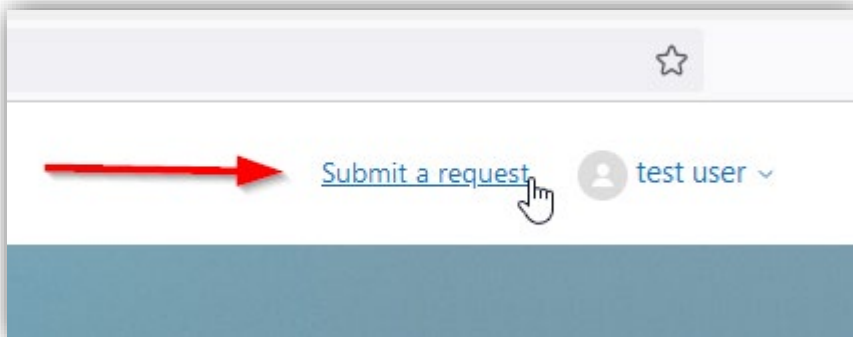
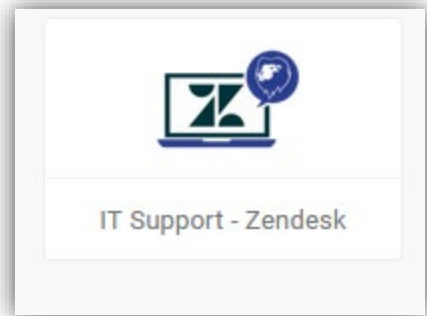
Once you are logged into your OneLogin account, ensure "**All Apps: Everything**" is displaying on your screen.

This ensures all of the applications that you have access to, in your OneLogin Dashboard, display.

For this, simply click on the down arrow as shown in the image then select **Everything** from the drop-down menu.

Once selected, the **IT Support – Zendesk** tile should appear in your OneLogin dashboard.

From here single click on the tile, then you will be redirected to the new Zendesk IT ticket portal.



Next, click **Submit a request** located in the upper right-hand corner of the page

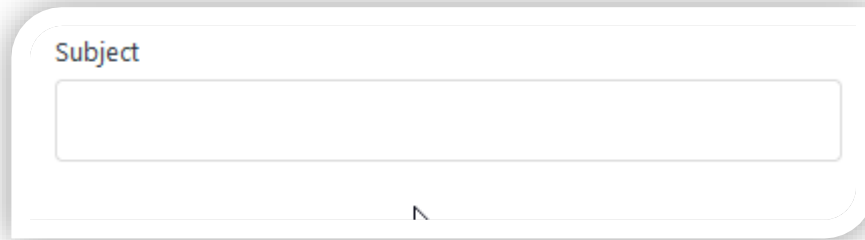
The submit a request form should now be displaying in your browser.

From the **Role** drop-down menu, select **Employee**.

****You may also select *Student*, if you need to submit a ticket for your own personal NCTC student account.**

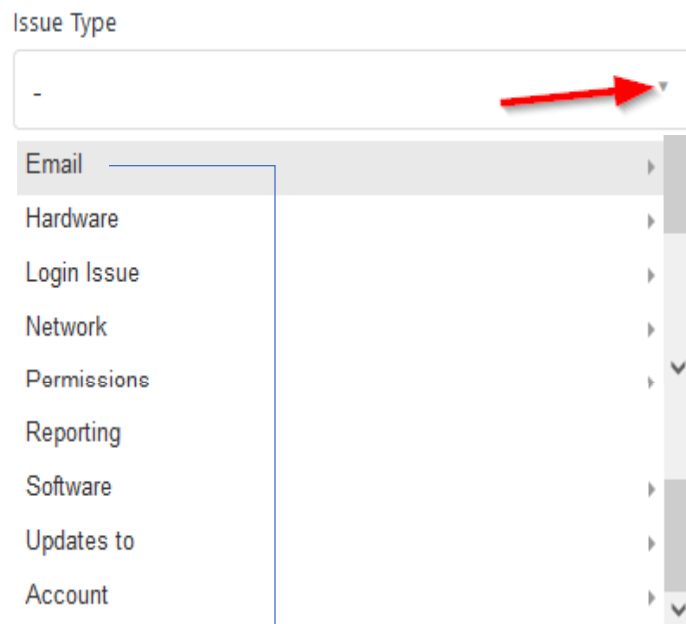
A form titled 'Submit a request' in a large, bold, dark blue font. Below the title, the text 'Please select your role:' is followed by a dropdown menu. The dropdown menu is open, showing three options: a hyphen '-', 'Student', and 'Employee'. A red arrow points to the 'Employee' option, which is highlighted with a grey background. A hand cursor is visible at the bottom right of the dropdown menu.

You are now ready to fill out the form



A form with a label "Subject" and a large empty text input box below it.

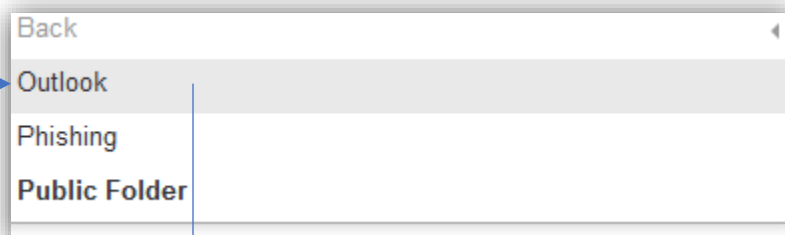
The **Subject** field requires a brief description of your request.



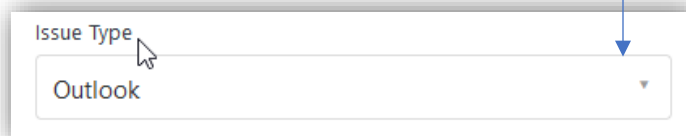
A dropdown menu labeled "Issue Type" with a list of options: Email, Hardware, Login Issue, Network, Permissions, Reporting, Software, Updates to, and Account. A red arrow points to the down arrow icon on the right side of the menu.

For **Issue Type**, click on the down arrow, then select the option that best resembles your issue, from the main menu and submenu.

*(**in the example below we are using email → outlook)*



A submenu for "Outlook" with options: Outlook, Phishing, and Public Folder. A blue arrow points from the "Email" option in the main menu to this submenu.



The "Issue Type" field now shows "Outlook" as the selected option. A blue arrow points from the "Outlook" option in the submenu to this field.

The issue type field will automatically populate your selected option, once a selection has been made.

For **Where are you?**, please let us know if you are **On campus** or **Remote** (off campus)

If **On campus** is selected, be sure to select the correct campus name from the drop-down submenu.

***In this example On-campus → Gainesville is selected*

Where are you?

-

On Campus

Gainesville

Corinth

Flower Mound

FSB Denton

Graham

Bowie

SBDC

Where are you?

Gainesville

Next, please provide a detailed description of your issue under the **Description** field.

Description

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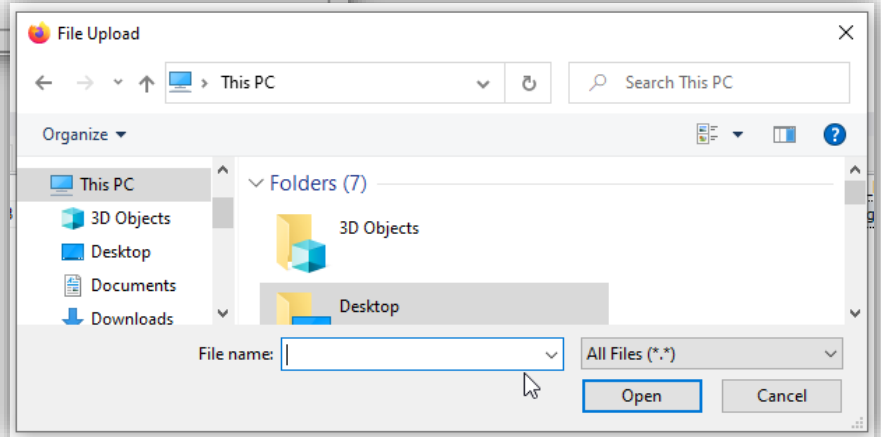
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Although it is optional, attachments can be included on the ticket.

Attachments (optional)



Add file or drop files here

Click on **Add File**, then select the file from your file explorer.



Attachments (optional)

Add file or drop file

 test.txt 

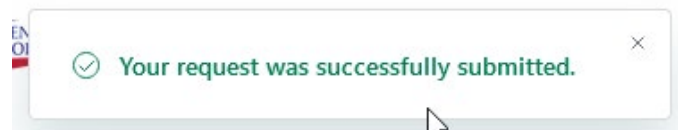
When a file is added as an attachment, it will display under the attachments section.

You may click on the “X” next to each file to remove an attached file.

Submit

Once done click on **Submit**. An email from Zendesk will be sent to your NCTC email address.

Additionally, the **Your request was successfully submitted** message will appear on your screen.



Once the request has been received by the IT department, an IT team member will reach out to you to help troubleshoot your issue. For immediate assistance, please call (940) 668-4284 during normal business hours. You may also visit our [Need Help](#) page.

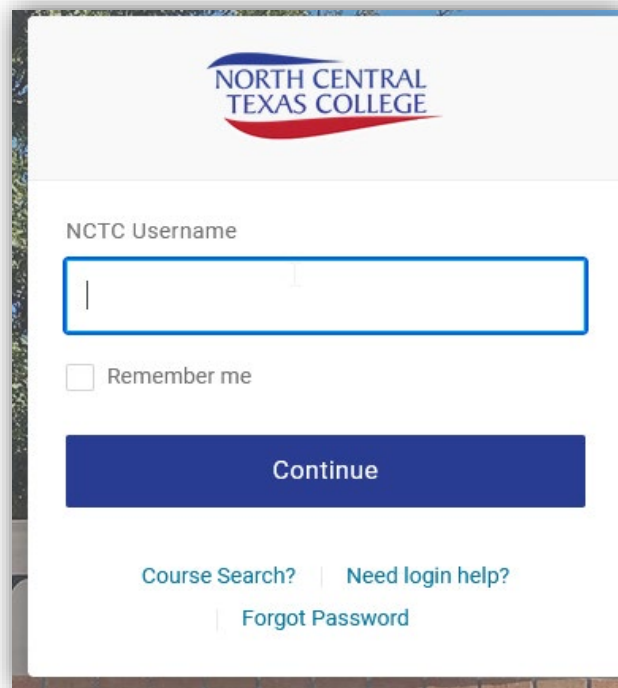
Mobile Device

First, log into your [OneLogin](#) account.

In the main login screen, enter your **username** then click continue. Enter your **password** then click continue again.

For issues with your login information click on **Forgot Password** located at the bottom of the login screen.

****You may also call our IT helpdesk at (940) 668-4284 for immediate assistance (during business hours).**

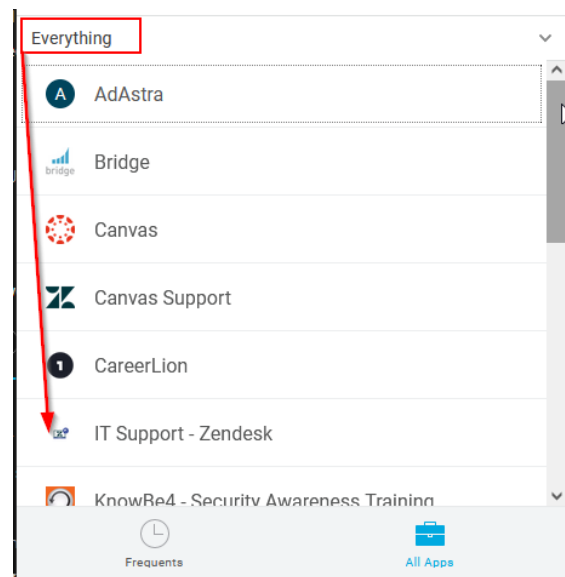


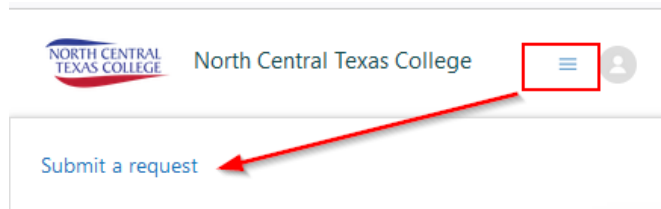
Once logged in, click on **All Apps**, located at the bottom of your device screen.

This ensures all the NCTC apps you have access to, in your OneLogin Dashboard, display.

Next, scroll down on the screen then select **IT Support – Zendesk**.

You will be re-directed to the Zendesk portal.





Once at the Zendesk portal, click on the hamburger icon ☰. Then click on **Submit a ticket**.

From the **Please select your role** drop-down menu, select **Employee**, then begin filling out the form.

For specific field instructions [click here](#).

This image is a screenshot of a web form titled 'Submit a request' in a large, bold, black font. Below the title is the label 'Please select your role:'. Underneath this label is a drop-down menu. The menu is open, showing three options: a hyphen '-' at the top, 'Student' in the middle, and 'Employee' at the bottom. The 'Employee' option is highlighted with a grey background. A red arrow points from the right side of the 'Employee' option to the left. A hand cursor icon is visible at the bottom right of the drop-down menu.