Welcome to Zendesk your new IT ticket system!
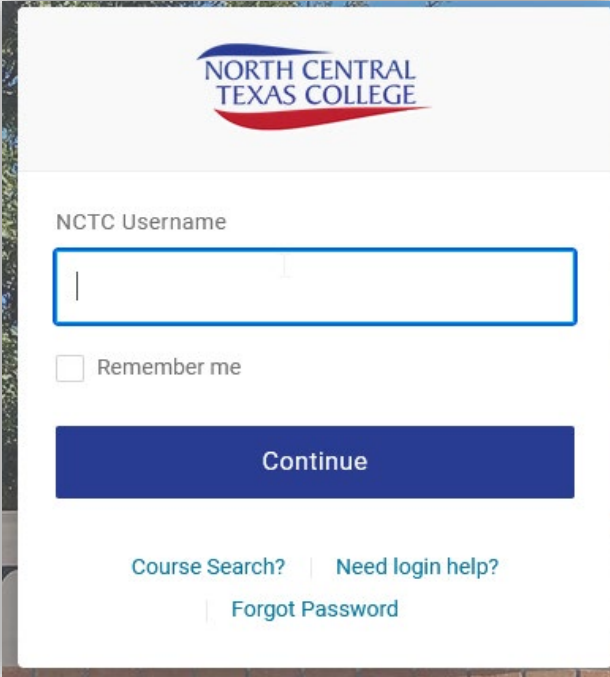
If you have a OneLogin account, you already have access to Zendesk so let's get started!

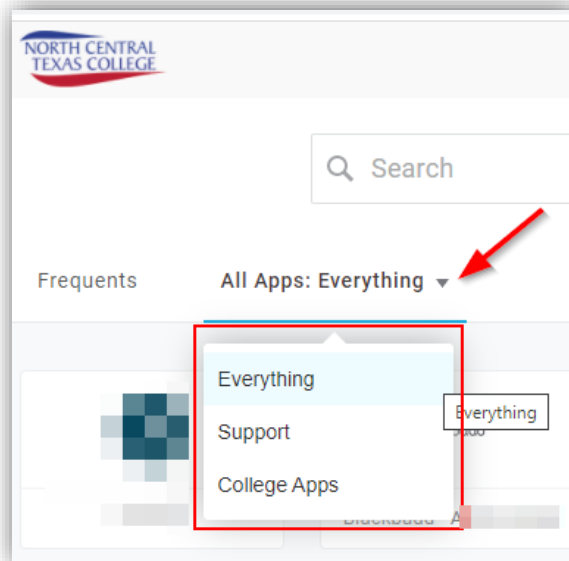Using your browser of choice, log into your OneLogin account.

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).

**If you are using a mobile device and need instructions, please refer to the *Mobile Device* section below.
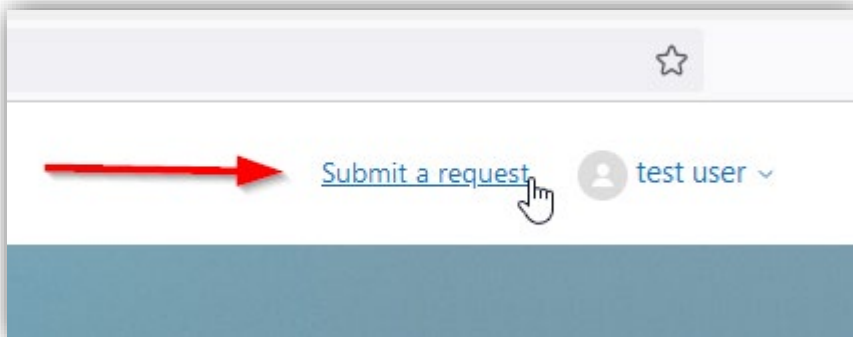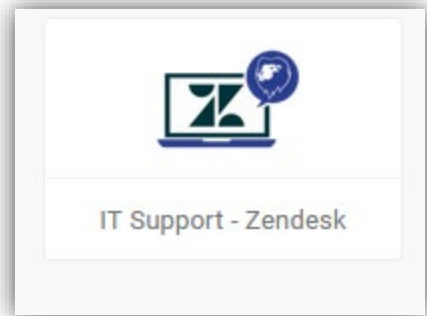
Once you are logged into your OneLogin account, ensure "**All Apps: Everything**" is displaying on your screen.

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.

IT Support - Zendesk

Next, click **Submit a request** located in the upper right-hand corner of the page
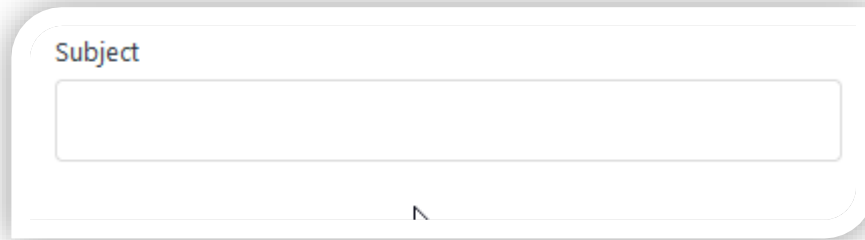
The submit a request form should now be displaying in your browser.

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.
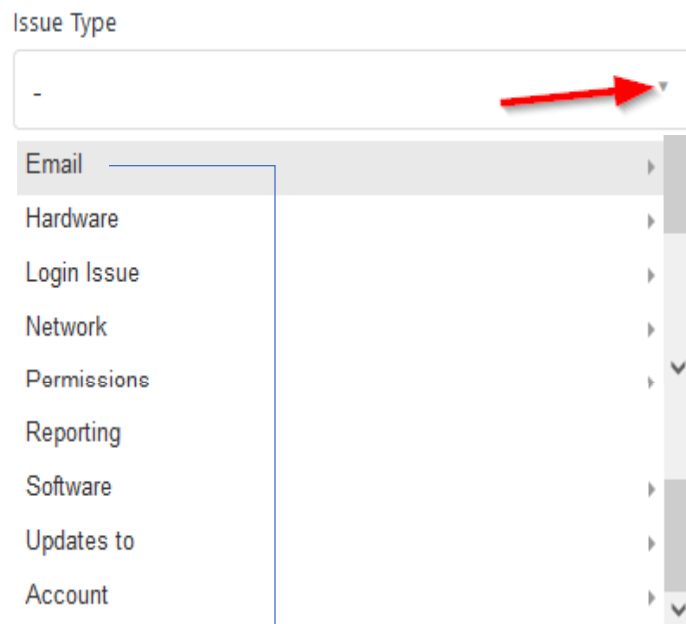
You are now ready to fill out the form

Subject

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

Issue Type

-

Email
Hardware
Login Issue
Network
Permissions
Reporting
Software
Updates to
Account

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)

Back

Outlook
Phishing
Public Folder

Issue Type

Outlook

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

Where are you?

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

On Campus

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

Gainesville

Corinth

Flower Mound

FSB Denton

Graham

Bowie

SBDC

**In this example* <u>On-campus</u> → <u>Gainesville</u> *is selected*

Where are you?

Gainesville

Description

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

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

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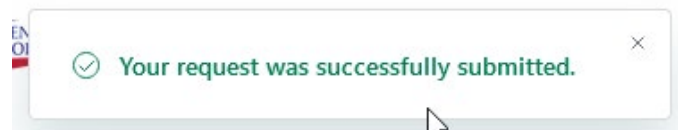

When a file is added as an attachment, it will display under the attachments section.

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

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.
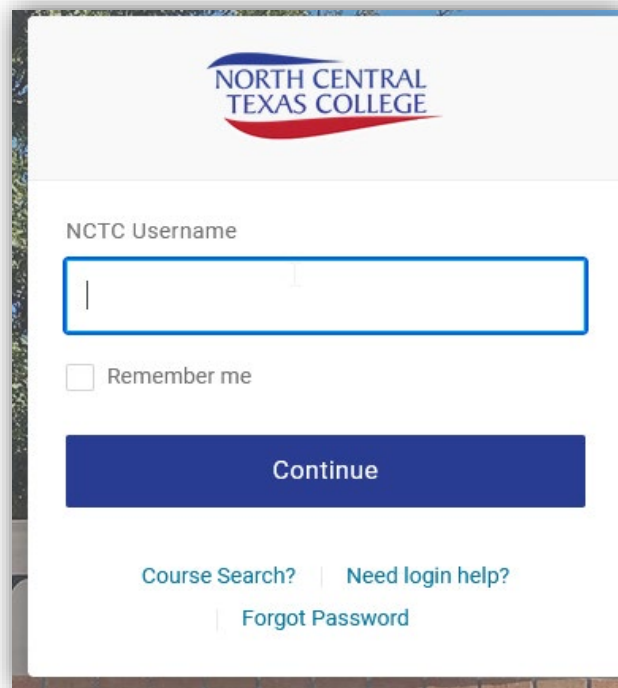
Mobile Device

First, log into your OneLogin account.

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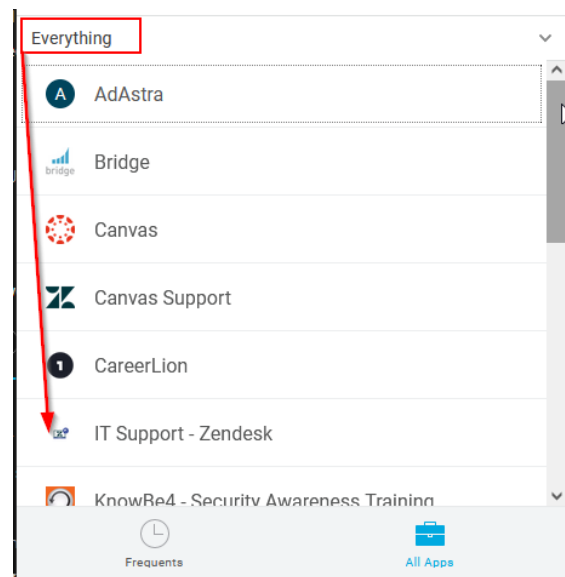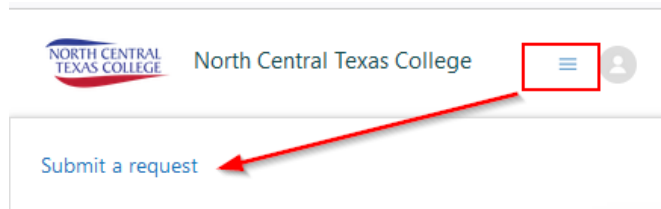

Once logged in, click on **All Apps**, located at the bottom of your device screen.

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.