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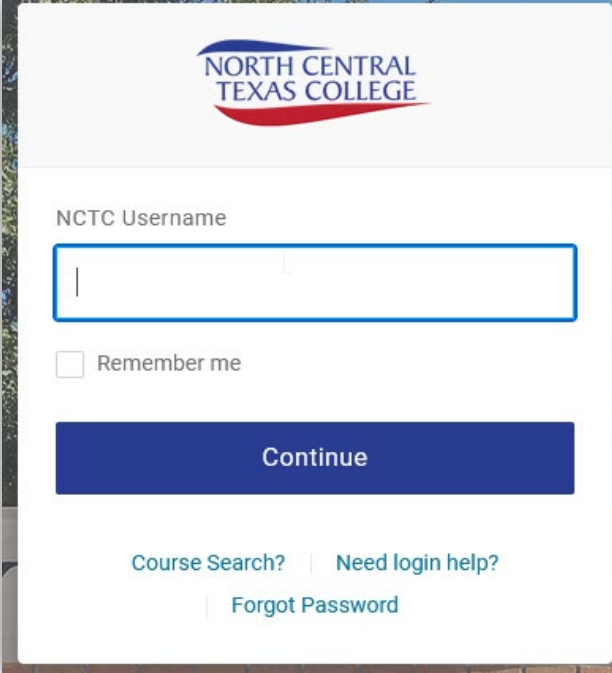
If you have a OneLogin account, you already have access to Zendesk so let's get started!

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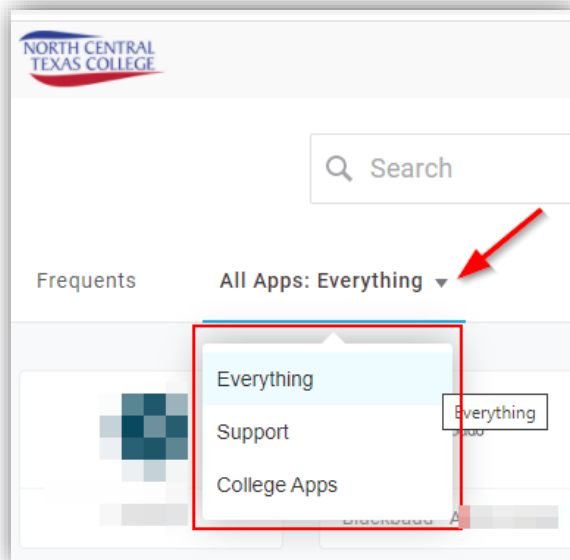
If you do not recall your login information you can select **Forgot password** at the bottom of the login screen.

***You may also call our IT helpdesk at **(940) 668-4284** for immediate assistance (during business hours). Or visit the Forgot Password page below.*

***If you are using a mobile device and need instructions, please refer to the Mobile Device section..*

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.

IT Support - Zendesk

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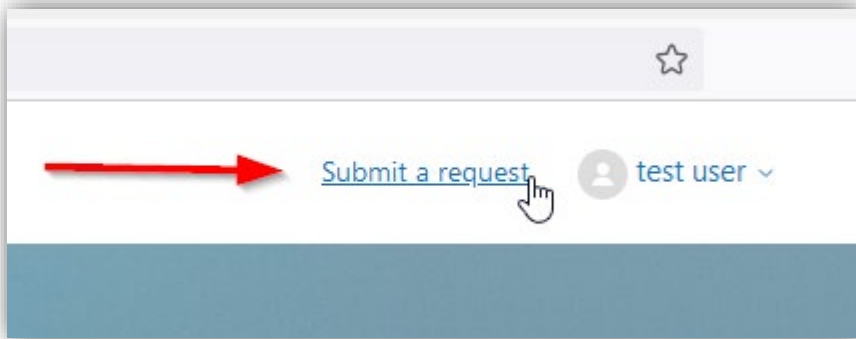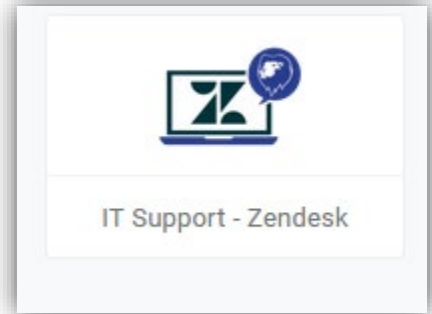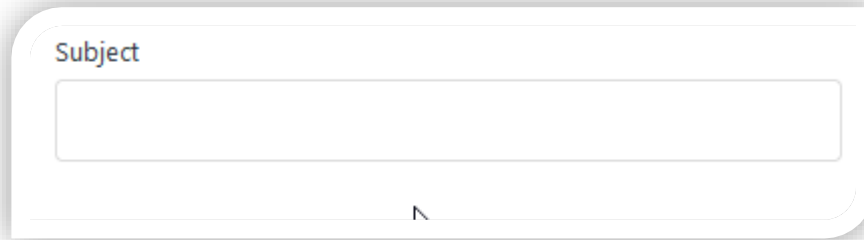

Next, click **Submit a request** located in the upper right-hand corner of the page

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

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

Submit a request

Please select your role:

-

Student
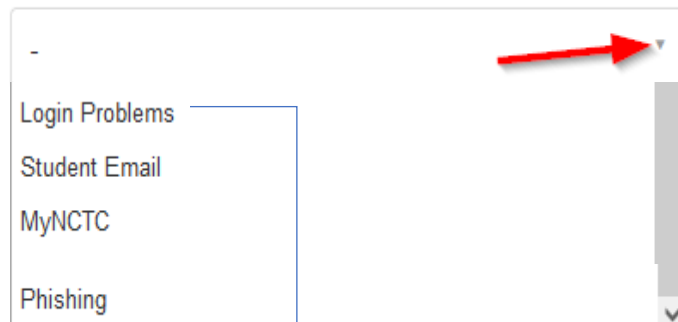
You are now ready to fill out the form

Subject

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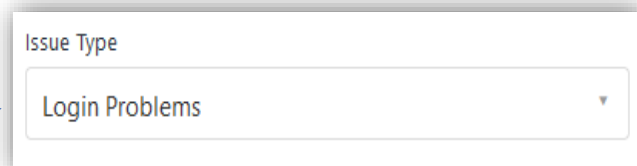
Issue Type

-

Login Problems

Student Email

MyNCTC

Phishing

For **Issue Type**, click on the down arrow, then select the option that best resembles your issue.
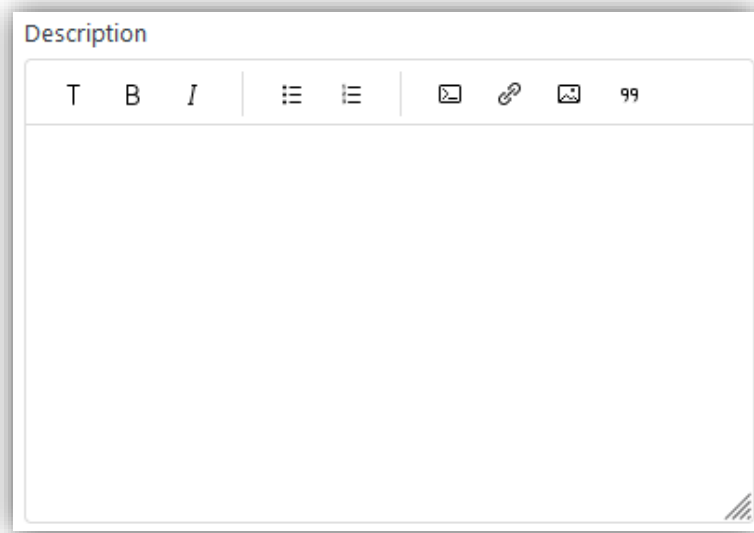
*(**in the example below we are using login problems)*
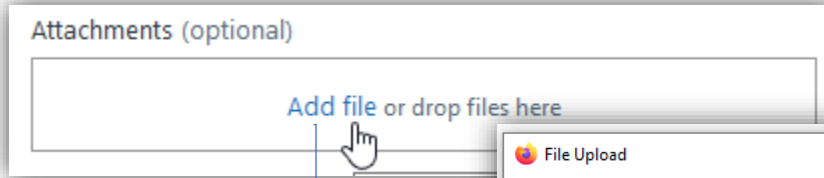
Issue Type

Login Problems

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

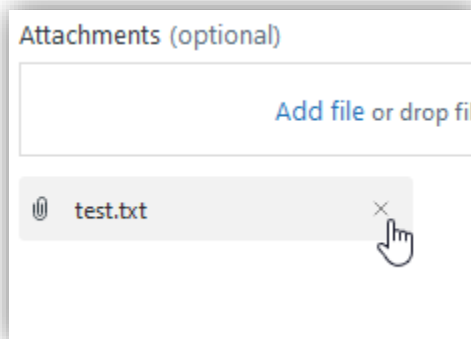Next, please provide a detailed description of your issue under the **Description** field.

Description

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

Click on **Add File,** then select the file from your file explorer.
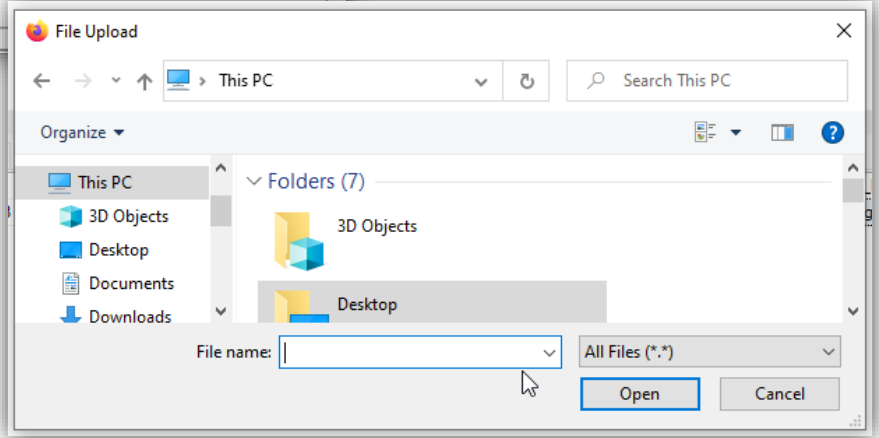
When a file is added as an attachment, it will display under the attachments section.

You may click on the "X" next to each file to remove an attached documen.
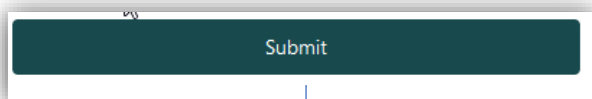
Once done click on **Submit.** An email from Zendesk will be sent to your NCTC email address.

Additionally, the **Your request was successfully submitted** message will appear on your screen.
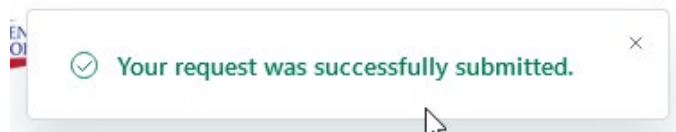
Once the request has been received by the IT department, an IT team member will reach out to you to help troubleshoot your issue.   Please visit our Need Help page for questions regarding our business hours. For Additional questions, visit our FAQ's.

Mobile Device

First, log into your OneLogin account.

In the main login screen, enter your **username** then click <u>continue</u>. Enter your **password** then click <u>continue</u> 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). Or visit the Forgot Password section below.*
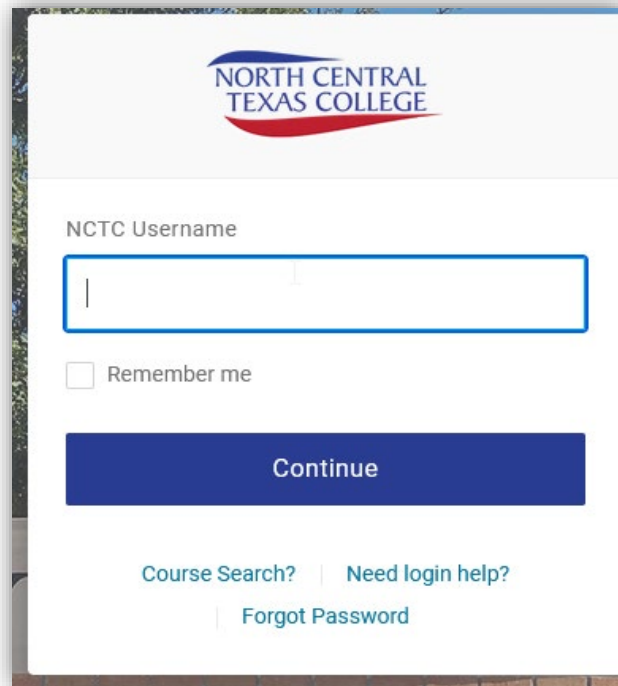
Once logged in, click on **All Apps**, located at the bottom of your device screen.

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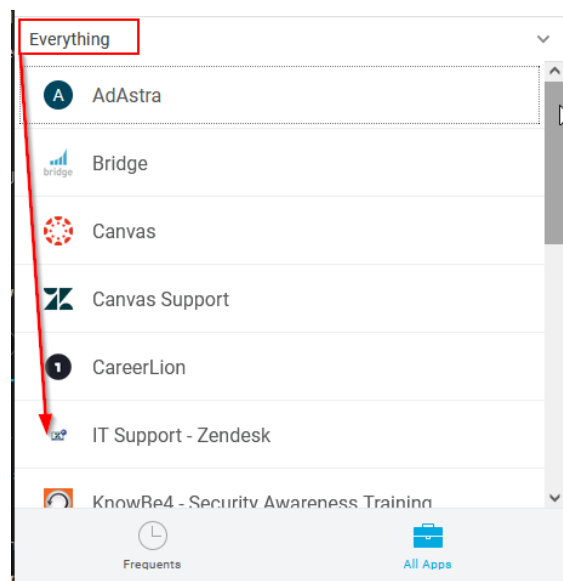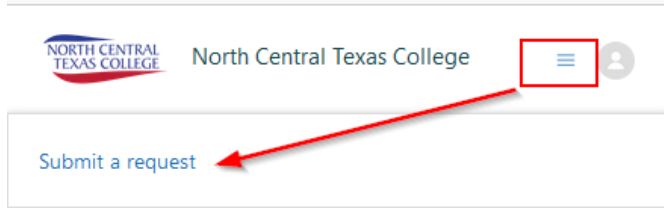
Once at the Zendesk portal, click on the hamburger icon ☰. Then click on **Submit a ticket**.

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

For specific field instructions click here.
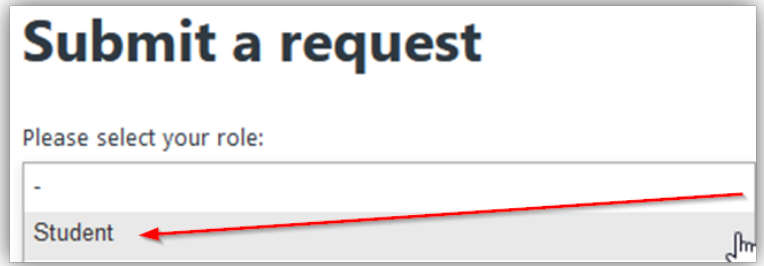
FORGOT PASSWORD?

If this is your first time logging in, make sure you are using your **first-time login credentials.**

Be sure to contact admissions office to request your first-time login email, if an email was not received.

First got to OneLogin, then click on Forgot Password.

When prompted, enter your username in the **NCTC Username** field.

Do **not include the domain:
@student.nctc.edu

Once entered, click **Continue**

NORTH CENTRAL TEXAS COLLEGE

Select Authentication Factor

(?) OneLogin Security Questions

✉ Email

Then click **Email**

NORTH CENTRAL TEXAS COLLEGE

✉ **Email**

Check your inbox for an email from OneLogin. Click on the password reset link inside the email to complete the process.
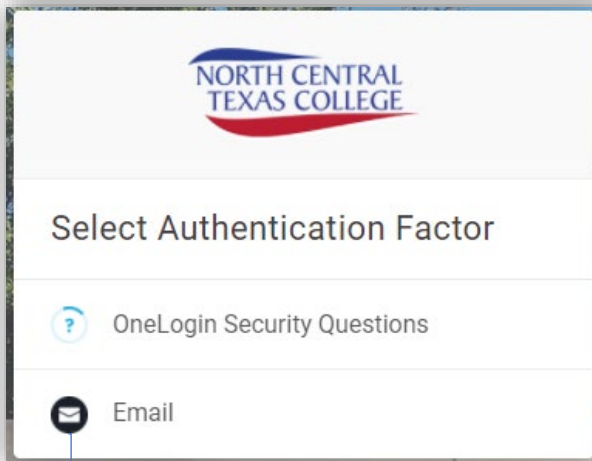Don't see the email? Check your spam folder.

Change Authentication Factor

An email similar to the one below will be sent to your personal email address.

Once you have received the email, click on **Click here to reset your password**
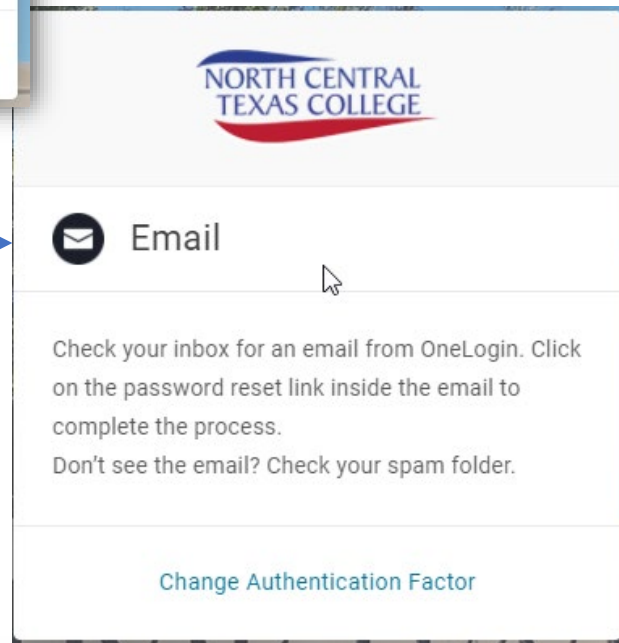
Forgot your password

(N) noreply@onelogin.com
Fri 5/13/2022 12:24 PM
To: test user

If you have requested a new password for your OneLogin account, please click on the link below to select a new password.

Click link to reset your password

Click here to reset your password

If you did not request a new password, please ignore this email.

The **Change Password** screen will appear.

For your new password, make sure that all requirements on the screen are met.

Additionally, your new password cannot contain your **first name**, **last name**, of any part of your **student username**

Then click on **Submit.**

Once completed, the **Your password has been updated** message will appear on your screen.
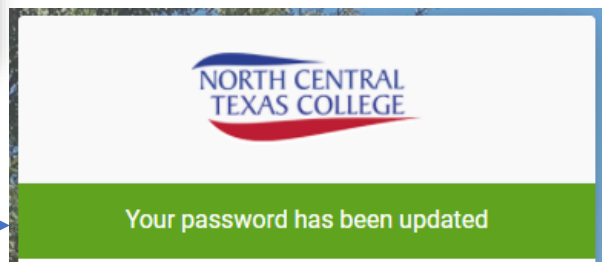
If you did not receive an email or if you are still experiencing login issues, please give us a call **(940) 668-4284** or email our IT Helpdesk team and a representative will be with you as soon as possible.

FAQ's

1) I am a current student logging in for the first time but cannot seem to login successfully?
   - Confirm you are at the OneLogin page, then enter your first-time login credentials.
   - If you did not receive your first time login email, please contact the admissions department to request your credentials.

2) I am a current student and locked out of my account?
   - Call our IT helpdesk during general business hours to have your account unlocked **(940) 668-4284.**
   - You may also request a password on demand by using our forgot password tool.

3) I am a current student, I have my login information but I cannot login?
   - First begin by doing a password reset.
   - You may also call our helpdesk **(940) 668-4284** during our general business hours
   - If you still cannot login, email our IT Support team.

4) I am a current student but I cannot recall my username?
   - Email the admissions department to request your login information. Then go to our OneLogin page to login.

5) I am a current student but I cannot recall my password?
   - Begin with a password reset using our forgot password tool.
   - For instructions on how to do this visit the Forgot Password section.
   - You may also call our helpdesk **(940) 668-4284** during our general business hours

6) I am a current student and need to request an Official transcript?
   - You may stop by any of our admissions office to request an in-person transcript
   - For online support, please visit our GreenLight vendor. If you don't have an account, please register to activate your account.

7) I am a current student, I am able to log into OneLogin but my MyNCTC is not allowing me to login?
   - Submit a ticket using our IT Support - Zendesk portal, to report the issue.
   - You may also call our helpdesk (940) 668-4284 during our general business hours

For Former Students:

1) I am **not** a current student, I cannot log into OneLogin?
    - Only current or active students have access to OneLogin.
    - For questions regarding your current status, please contact your nearest admissions office. You may also email the admissions department.

2) I am **not** a current student and need access to my Official transcript?
    - Log into your myNCTC account then click on the Student Services tab. From the left-hand menu, click on Transcript Request.

3) I am **not** a current student, but I need access to my Unofficial Transcript?
    - Log into your myNCTC account then click on the Student Service tab. Scroll down the page then on the right-hand side click on View Unofficial Transcript