# WELCOME TO ZENDESK
## your new IT ticket system!

**1.** Using the Browser of your choice, login into your OneLogin account

**2.** Once you are logged into your OneLogin account, ensure **"All Apps: Everything"** is displaying on your screen
- For this, simply click on the down arrow beside **"All Apps: Everything"** and then select **"Everything"** from the drop down menu

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

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

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

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

## YOU ARE NOW READY TO FILL OUT THE FORM

*\*Note\* When logging in with a Mobile Device, once logged in, click on "All Apps", located at the bottom of your device screen. Next, scroll down on the screen then select "IT Support – Zendesk", then follow the steps above to submit a ticket.*

## NOT SURE?
Contact your NCTC campus ITS department or HELP Desk.
### Ext: 4284 *on campus*
### 940-668-4284 *off campus*

READY TO SUBMIT, **CLICK HERE**

zendesk

# NCTC