

There is a new way to submit tickets for IT, facilities, custodial, print shop, grounds, campus reporting and datatel issues. Instead of visiting the help desk website and submitting tickets you can simply submit an email and the ticket will be automatically created. Here are the emails for each department (the email is also in the outlook address book):

Information Technology issues – ITHelpdesk@gcccks.edu

Facilities/maintenance issues – maintenance@gcccks.edu

Custodial Issues – custodial@gcccks.edu

Grounds – grounds@gcccks.edu

Printshop requests – printshop@gcccks.edu

Campus Reporting Requests - campusreporting@gcccks.edu

Datatel/Colleague issues or questions – datatel@gccck.edu

When submitting the ticket please provide all relevant information including the location, building, room number and the issue such as below:

To... IT Help Desk ← Enter the email address of the department the ticket should go to

Cc...

Bcc...

Subject Projector doesn't work in Acad 1100 ← The subject of the email will be the subject of the work order when created

The projector will not turn on in Acad 1100. I have class in that room at 11 am on Thursday the 30th. I am available on Wednesday from 10am-2pm to help troubleshoot the issue. You can find me in my office Acad 1000 and at extension 800.

In the body of the email explain the issue with as much detail as possible. Include room numbers, buildings and the location. You can attach pictures, PDF's or any file type and it will be attached to the work order for the technician to view.

The helpdesk software will create the ticket and assign it to the correct department. For reference this is a snapshot of what the technician will see:

Assigned Technician: Information Technology (1)

1110	8/31/2017 11:24:56 AM	Projector doesn't work in Acad 1100	Andrew Knoll
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X [System Closed Date] is Null

1110 - Projector doesn't work in Acad 1100

Description:

Work Order created via E-mail Monitor Policy: IT Help Desk

From: andrew.knoll@gcccks.edu <Andrew Knoll>
To: ITHelpdesk@gcccks.edu <IT Help Desk>
CC:
Subject: Projector doesn't work in Acad 1100

Information submitted 8/31/2017 11:24:55 AM by Andrew Knoll <andrew.knoll@gcccks.edu>


The projector will not turn on in Acad 1100. I have class in that room at 11 am on Thursday the 30th. I am available on Wednesday from 10am-2pm to help troubleshoot the issue. You can find me in my office Acad 1000 and at extension 800.

Andrew Knoll
(620) 275-9411
801 Campus Drive • Garden City, KS 67846

Attachment 1: image001.png
Thursday, August 31, 2017 11:24:56 AM | EmailRequestManagement

You will receive a confirmation email that the ticket has been created. There is a few links at the bottom of the ticket in case you need to submit additional information or change the ticket:

Thu 8/31/2017 11:25 AM

 ITHelpdesk@gcccks.edu

New Work Order 1110, Projector doesn't work in Acad 1100

To: Andrew Knoll

***** Reply to this email to append information to [[WO#1110]] *****

Dear Andrew Knoll,

Work order number 1110, has been created for Projector doesn't work in Acad 1100, on Thursday, August 31, 2017 11:24:56 AM.

The Assigned Technician is Information Technology.

Please contact the help desk if you have any questions.

[Click on this link to submit additional information related to this Work Order.](#)

[Click on this link to request an updated status for this Work Order.](#)

[Click on this link to request an updated status for all of your recent Work Orders.](#)

Once the ticket has been resolved you will receive a final email with the resolution to the issue. At this point you can re-open the ticket by clicking on one of the links at the bottom or by replying to the email:

