

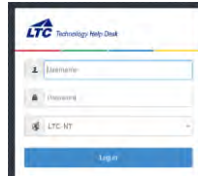
# LTC Technology Help Desk: How to Use the Technology Help Desk Portal

Use these instructions to submit a ticket on the LTC Technology Help Desk Portal

1. Go to: <https://helpdesk.gotoltc.edu>
2. **On Campus:** If you are logged in on a campus computer with your LTC credentials you will automatically be logged into the Help Desk portal, Proceed to Step 3.  
**Off Campus:** Sign in with your LTC network/computer user name and password.

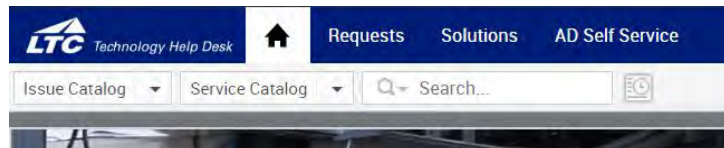
**User Name:** Your network/computer user name

**Password:** Your network/computer password



3. Once logged in you will see Home, Requests, Solutions and AD Self Service at the top.

4. Requests will show you any tickets that you have open with the Technology Help Desk.

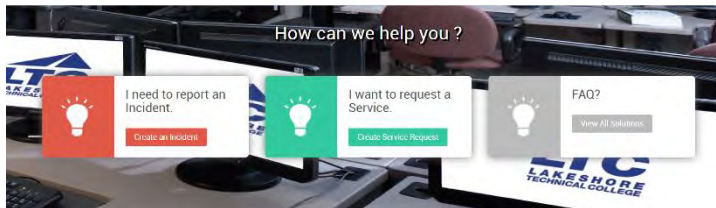


5. Solutions is our FAQ section.

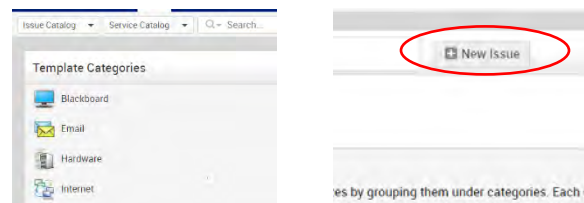
6. AD Self Service will open the Password Reset Tool page. Use your browsers back button to return to the Help Desk page.

7. Click on the **Home** icon to return to the Home page if not already there.

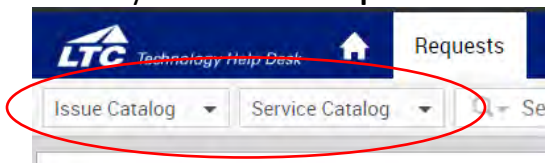
8. You may click on **Create an Incident**, **Create Service Request** or **View FAQ's**.



9. Click on any of these categories to submit a help ticket for that category or select **New Issue** for an issue not listed.



10. You may also use the **dropdown menus** under **Issue Catalog** or **Service Catalog**.



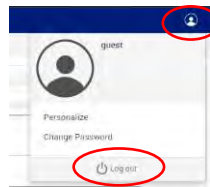
11. Once you have filled in the information please click on **Add request** at the bottom of the page to submit your ticket.

The screenshot shows a web form for submitting a request. The form includes the following fields and controls:

- Name: guest
- Asset(s): Search and associate assets here
- Email: [Empty text box]
- one Number: [Empty text box]
- Category: Password Reset
- Subcategory: -- Select Subcategory --
- E-mail Id(s) To Notify: [Empty text box]
- Subject: Password Assistance
- Description: [Rich text editor with toolbar]

At the bottom of the form, there are three buttons: "Add request" (circled in red), "Reset", and "Cancel".

Please fill out as much detail as possible. Please include contact information, such as email and/or a phone number.



11. When finished click **the user icon** at the top right of the screen and **Log out**.

HELP: Please contact the LTC Technology Help Desk with any questions, 920-693-1767