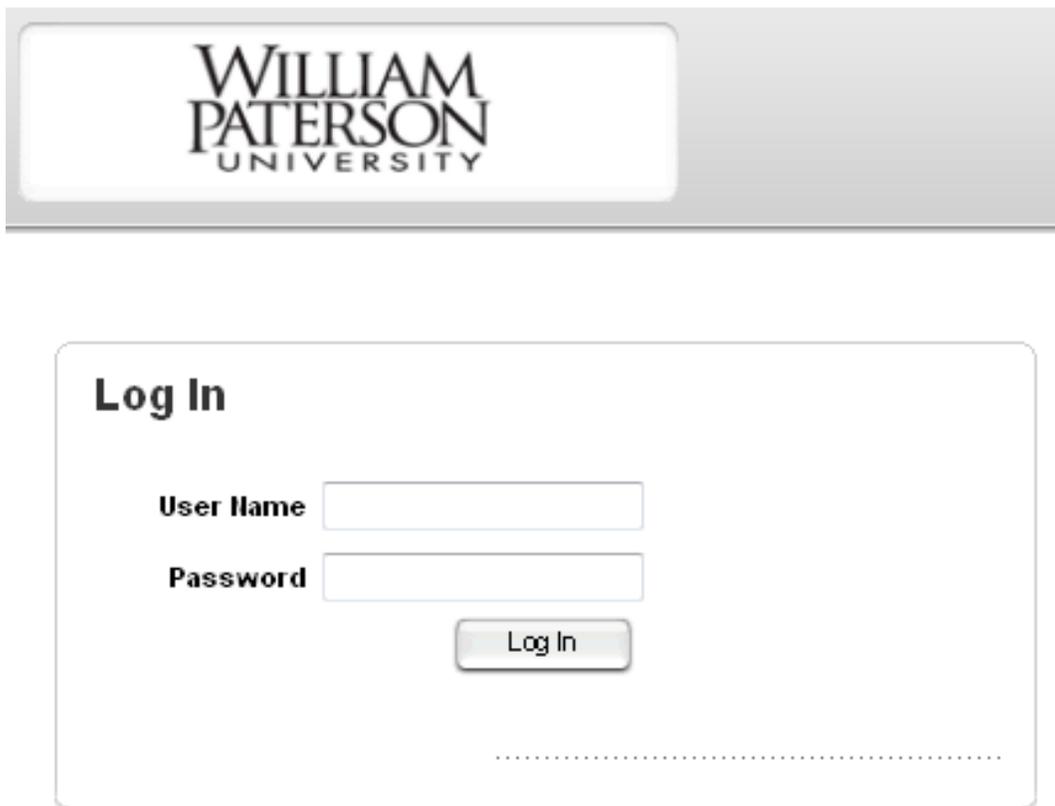


[New Web Help Desk Ticketing System \(WHD\)](#)

The university has come out with a new ticketing system for all faculty, staff, and students. This new ticketing system will allow anyone with a valid WPU username and password to create their own ticket to send to the Helpdesk. According to the information provided within the ticket, this ticket will then be sent to the appropriate department for evaluation. Once received, we will then begin researching, understanding, and resolving the issues reported. Here are a few quick steps to get started. This process is the same for all faculty, staff, and students.

Steps to Open Up a New Ticket:

1. Go to www.wpunj.edu/helpdesk . You should see the following log in screen.



The screenshot shows the login interface for William Paterson University. At the top, there is a header with the university's name, "WILLIAM PATERSON UNIVERSITY", in a serif font. Below the header is a "Log In" section. This section contains two input fields: "User Name" and "Password". Below these fields is a "Log In" button. At the bottom of the login section, there is a dotted line indicating a continuation of the page.

2. From here, you may sign in with your university credentials (same username and password you would use to log onto your PC). You will then be taken to the new, very simple blank ticket screen.

Help Request

* Request Type ← 3

Request Detail ← 4

Building* ← 5

Room* ← 5

Attachments

Location ← 6

3. Make sure you fill out as much information as possible. The **Request Type** field will expand with each selection, so you may narrow in on your issue. You will not be able to fill in the **Request Detail** unless you fill out the **Request Type**.
4. Fill In as much information as possible within the **Request Detail** box. Please include all necessary information including department, room number, or any specific details you feel are relevant to your inquiry.
5. Fill in the **Building and Room** for which the issue is relevant to. This will help us in case we need to dispatch a tech to the location.
6. Please select the Location of your inquiry as William Paterson University.
7. Once you click Submit, the ticket will automatically be filtered to the correct department that will handle your call. No phone call or email is necessary to the Helpdesk if you fill out this form correctly.

**** This form is intended to keep a constant and reliable form of communication between the Helpdesk and the user. You may log back into the WHD and track the call you have made. You will be able to see any notes that the Helpdesk adds, or if you have any extra information you may feel is useful, you may add it in at any time. Any updates that the Helpdesk makes to a ticket, the user will be notified via email of the update. ****

UPDATED: 11/20/2012