How to Submit a Help Desk Request through Zendesk

This help aid is designed as a simple walkthrough for submitting a request to Help Desk Services using the Zendesk interface. Please follow the steps below to submit an online request.

1. Navigate to the following webpage: https://starkstate.zendesk.com/
2. On the navigation bar, click the Submit a Request button (reference figure 1).

3. The Submit a request page displays. Enter your Stark State College email address in the Your email address box.
4. Follow the instructions to complete each section.
5. Click the Submit button on the bottom right of the form to send your request to the Help Desk (reference figure 2).

Please Note: Important information below for submitting an online request.

In the Your email address section, you must use your assigned Stark State College email address. If you have previously submitted a request, an account was created for you and you are prompted to login. Follow the instructions.

You must fill out all sections before submitting a request.

For the Priority section, the default option is Normal. Priority levels are assigned according to the impact the situation has on the computing environment. Each priority level must meet certain criteria when assigned. Please select the appropriate option for your request.

Priority criteria are listed below:

Urgent is the highest priority level assigned and must meet some or all of the following criteria:
- Multiple (more than 3) users are currently affected
- The computing resource does not function as installed
- User cannot perform critical task
- No temporary work around is available

High is the second highest priority level assigned and must meet some or all of the following criteria:
- Limited (3 or less) users are affected
- The computing resource is available but performance is degraded or it is very difficult to use
- A temporary work around is available
- User has reduced functionality but it is not critical

Normal is the third highest priority level (most problems fall in this category) and must meet some or all of the following criteria:
- One user is affected
- The computing resource is available and functioning but not as intended when installed
- Waiting for delivery of a specialized part

Low is the last priority level assigned and must meet some or all of the following criteria:
- The problem resolution requires a system, component, or software upgrade is necessary
- The problem requires input from a service support agreement and outside technical support must be contacted

This concludes this help aid.