Submit a Help Desk Ticket through the Help Desk Services Center

This help aid is designed as a walkthrough to submit a ticket to Help Desk Services. Please follow the steps below to submit an online request.

1. Navigate to the following webpage: https://helpdesk.starkstate.edu
2. Sign in using your *Campus Network Account* **username** and the **password**.*
3. Click the *Submit a request* button at the top right above the Search box (reference figure 1).

Figure 1

4. Fill in each box to complete your ticket and submit it.

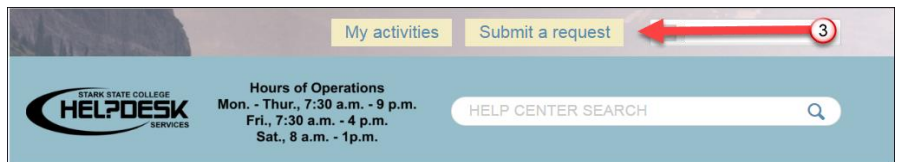** If you can't sign in to the Help Desk Services Center, please email us at helpdesk@starkstate.edu or you may call us during our hours at 330 494-6170, x-4357 (HELP).*

Important information below for submitting an online request.
Make sure to include the **location** and a **contact number**.

To assign a priority follow the Priority assignments information below.
Priority levels are assigned according to the impact the situation has on the computing environment. Each priority level must meet certain criteria. The priority categories are ***Urgent, High***, ***Normal,*** and ***Low.*** Each is described below.

Urgent is the highest priority level assigned, and must meet most 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
- Waiting on a response from a Level 3 outside service support agreement

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 outside technical support and they must be contacted

This concludes this help aid.