

## ServiceDesk Self-Service Portal

Students can submit and track requests for technology assistance 24/7 using the **ServiceDesk Self-Service Portal**. Use the [ServiceDesk Self-Service Portal](#) to:

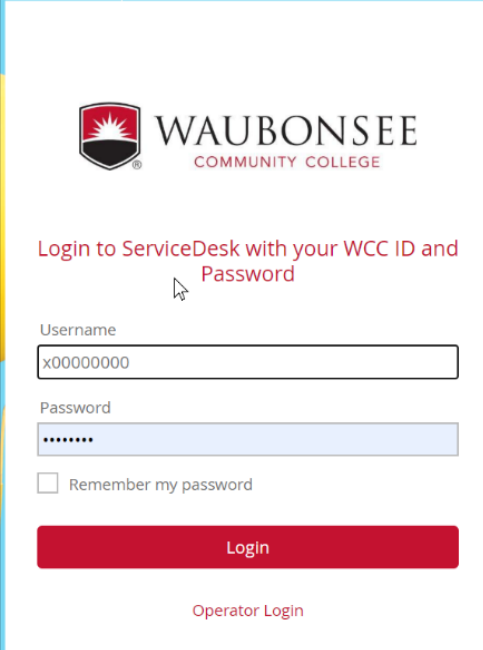
- Request assistance with Canvas
- Get help with software and technology
- Request an equipment rental

### ServiceDesk Log-in

Note: there are two ways to log in to ServiceDesk. If you are a student, please ensure you are logging into the *Self-Service Portal* and **not** the *Operator Login*.

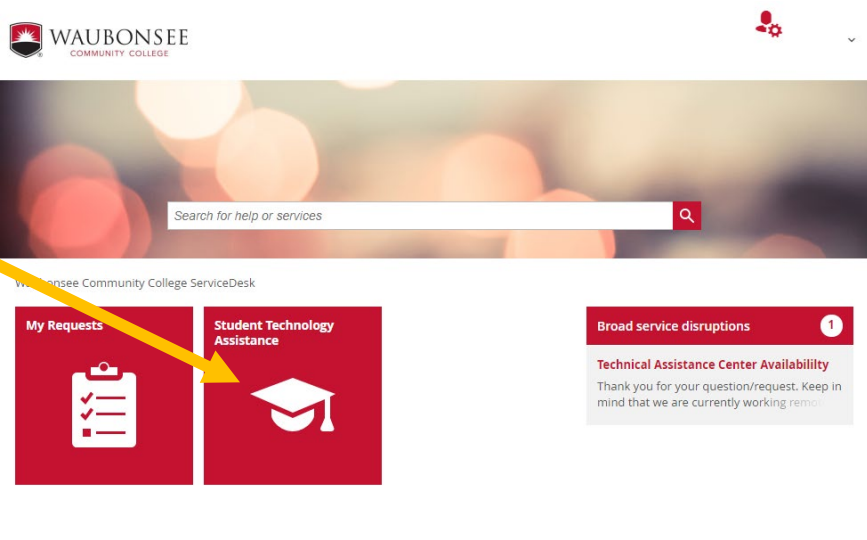
1. Go to <https://servicedesk.waubonsee.edu>
2. Log in using your X-number and password

If you are unable to log in successfully, you can reset your password using the [online password reset function](#). If you require additional assistance, please contact the Technical Assistance Center by emailing [TAC@waubonsee.edu](mailto:TAC@waubonsee.edu) or calling (630) 466-4357. Be sure to include your X-number and a callback phone number and/or email.



### Requesting Assistance

To submit a new request, click on the **Student Technology Assistance** tile.



There are three forms for requesting technology assistance as a student:

### Canvas Support

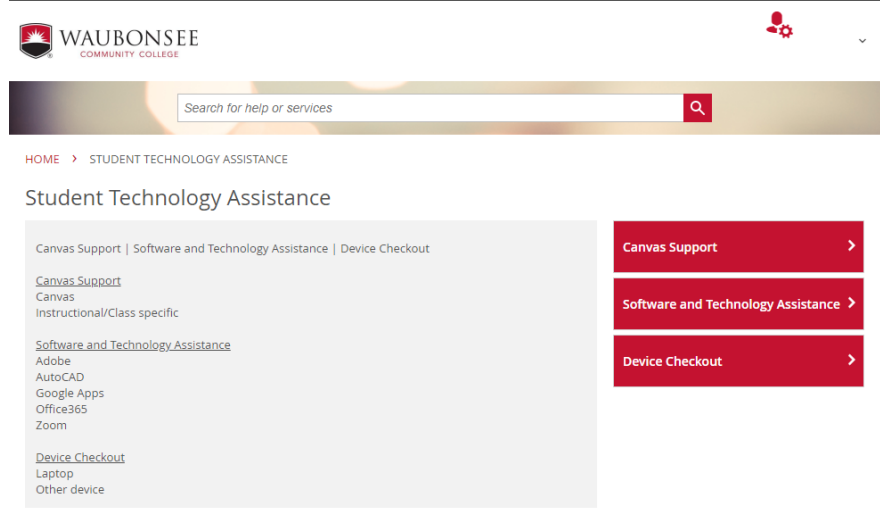
Questions related to accessing courses, navigating Canvas

### Software and Technology Assistance

Questions related to acquiring, installing and using software or technology

### Device Checkout

Request a laptop or other device



## Form: Canvas Support

When requesting Canvas support, please fill in the following fields:

*Is this request on behalf of another person?*  
Choose “no”

*What type of support are you requesting?*  
Select “Canvas” or “Instructional/class specific” from the drop-down list

Include information about your request in the *“Do you have any specific items to discuss?”* and *“Any other comments and/or questions”* fields

Click on *“Attach file”* to upload any screenshots pertaining to your request

Fill in *“Available Times”* with the best time(s) to contact you regarding your request

Click the *“Submit”* button to send your request

HOME > STUDENT TECHNOLOGY ASSISTANCE > CANVAS SUPPORT

## Canvas Support

**Caller** **These fields will be filled in automatically when you log in to ServiceDesk**

Name  
Campus  
Telephone Number  
Email  
Location (Caller)  
angular Snip

Is this request on behalf of another person? \*  No

### Support Details

What type of support are you requesting? \*

Do you have any specific items to discuss?

Any other comments and/or questions?

Attachment

### Available Times

Preferred Date/Time \*

Alternative Date/Time \*

2nd Alternative Date/Time \*

**Submit**

## Form: Software and Technology Assistance

When requesting software or technology assistance, please fill in the following fields:

*Is this request on behalf of another person?*  
Choose "no"

*What type of support are you requesting?*

Select "Adobe", "AutoCAD", "Google App", "Office365" or "Zoom" from the drop-down list

Include information about your request in the *"Do you have any specific items to discuss?"* and *"Any other comments and/or questions"* fields

Click on *"Attach file"* to upload any screenshots pertaining to your request

Fill in *"Available Times"* with the best time(s) to contact you regarding your request

Click the *"Submit"* button to send your request

HOME > STUDENT TECHNOLOGY ASSISTANCE > SOFTWARE AND TECHNOLOGY ASSISTANCE

### Software and Technology Assistance

#### Caller

Name  
Campus  
Telephone Number  
Email  
Location (Caller)

**These fields will be filled in automatically when you log in to ServiceDesk**

Is this request on behalf of another person? \*  Yes  No

#### Support Details

What type of support are you requesting? \*

Do you have any specific items to discuss?

Any other comments and/or questions?

Attachment

#### Available Times

Preferred Date/Time \*

Alternative Date/Time

2nd Alternative Date/Time

Submit

## Form: Device Checkout

When requesting software or technology assistance, please fill in the following fields:

Choose "Myself" from the *Checkout For* drop-down list

Enter your *Preferred Phone Number*

Enter your *Preferred Email Address*

If you are requesting a Laptop, select "Yes" from the *Laptop Request* drop-down list

If you **do not** have reliable Internet access (WiFi) at home, select "Yes" from the *Other Request* drop-down list and select "No" from the *I have reliable Internet access (WiFi)* drop-down list

Choose the *Reason For Request* from the drop-down list

Include any other information pertaining to your request in the *Additional Information* box

HOME > STUDENT TECHNOLOGY ASSISTANCE > DEVICE CHECKOUT

### Device Checkout

#### Caller

Name

Checkout For: \*

Preferred Phone Number \*

Preferred Email Address \*

#### Request Details

Laptop Request \*

Other Request \*

I have reliable Internet access (WiFi) \*

Reason For Request \*

Additional Information

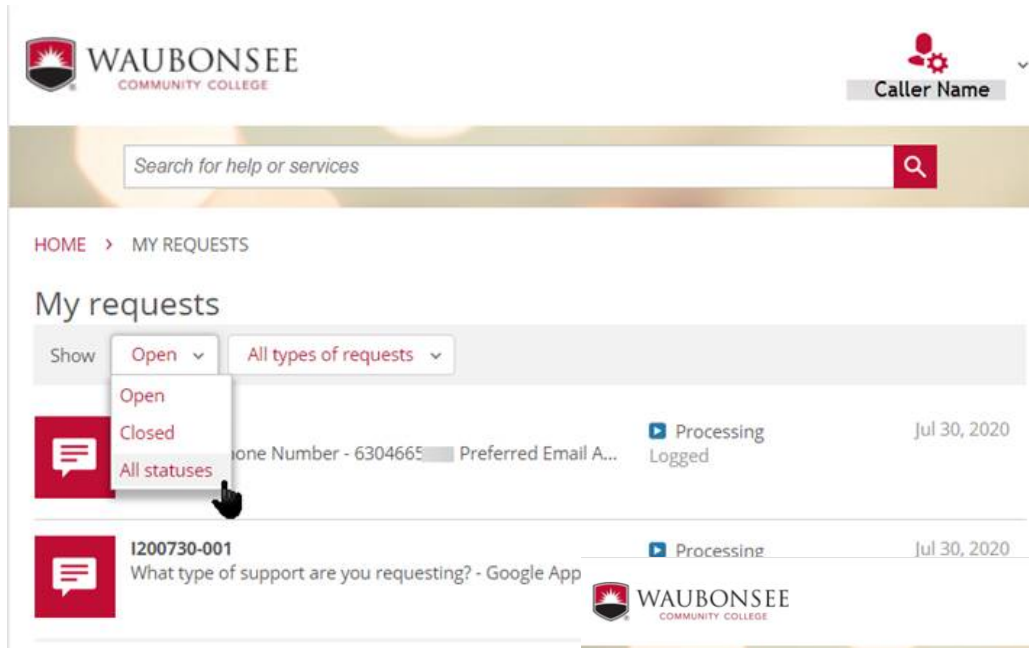
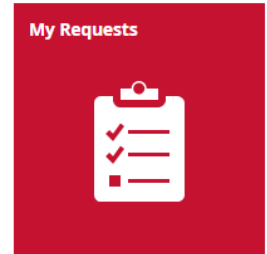
Submit

## Manage Your Own ServiceDesk Requests

Students are able to monitor and manage their ServiceDesk requests

Click on the *My Requests* tile in the ServiceDesk portal

To view all requests, select *All statuses* from the drop-down list:



Click on an *Incident* to view, edit or update details related to your request

You can type a reply in the *Add reply* box to send a message to the team

Click on the *Attach file* button if you would like to include a picture or screenshot related to your request

Click on the *Send* button to submit your update

**If you have questions about your request, you can reach the Technical Assistance Center by emailing [TAC@waubonsee.edu](mailto:TAC@waubonsee.edu) or calling (630) 466-4357**

