Submit an IT-Help Ticket

ManageEngine plus
ServiceDesk

Quick & Easy

Link: http://snapp01.dinecollege.edu:8080/

JTKirk

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DINECOLLEGE

☐ Keep me signed in
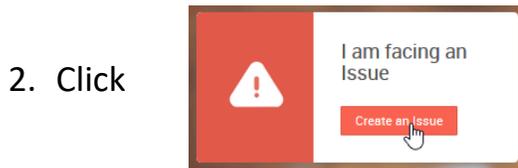
Log in

1. Log in to the IT-Help Desk Dashboard (ServiceDesk Plus Application) using your **WarriorID** and **Password**.

2. Click

   ⚠ I am facing an Issue

   Create an Issue

3. Click ➕ New Issue

Note: Fields with ✱ *are mandatory and required*

4. Select the Category from the drop down menu

   ✱Category Software
   Subcategory
   Item General
          Internet

5. Enter the subject e.g: ✱Subject Install Software

6. Enter the Description. Provide a detailed description with any other associated details relevant to the incident such as course id/number, location and contact information.

   Description B I U ...
   Requesting to have Adobe Reader installed on my computer. My office is located in the NHC Building Room 100. I can be reached at 928-724-6600

7. Click the Attachments : Attach file button to upload a file (optional).

8. Click Add request button to submit your request.