Quick Step Guide for WCC HelpDesk Requesters

Enter your WCC new, full email address and click **Submit**. (example: aperson@wcc.vccs.edu)

After logging into WCC HelpDesk, you will see the Request Form.

**Step 1:** Check to be sure you have the IT Request tab showing. Fill in the online form. If you see a red check box, that field MUST be filled in.

*Note:* Purpose codes are one of the required fields. Choose OTHER for all requests that are NOT AIS, BLACKBOARD, HRMS or SIS
Step 2: When you have completed all of the information required for your request, submit the request.

Step 3: Type in the submittal password of: password

Step 4: Click submit
- After you click submit, the screen will refresh and show My Request Tab.

On this screen you will see up to date information on your request including the status, work order number and action taken notes. You can click on the number next to the status description to see all request marked with that status. You can search for any work order request by typing in a key word in the Search box and clicking on GO. This will pull up any of your requests with that word in it. (ex: keys would pull up any request dealing with keys).

Click on the IT Request Tab to input a new request.

How do you access the SchoolDude application?

The easiest way to access the application is by using the Helpdesk icon/shortcut found on your desktop. If you do not have this icon, logout of the Novell network and log back in. This process is automated and you should see a copy of the icon once you connect to the network. Please contact IT (mkegley@wcc.vccs.edu – ext 4730) if you do not see the icon upon connection.

You can also access the SchoolDude application while on or off campus using the following URL: