



## Instructions for submitting a basic WCC Help Desk Ticket in Team Dynamix

**Step 1:** You can access the help desk via two ways:



A) Click on the help desk icon on your WCC desktop.

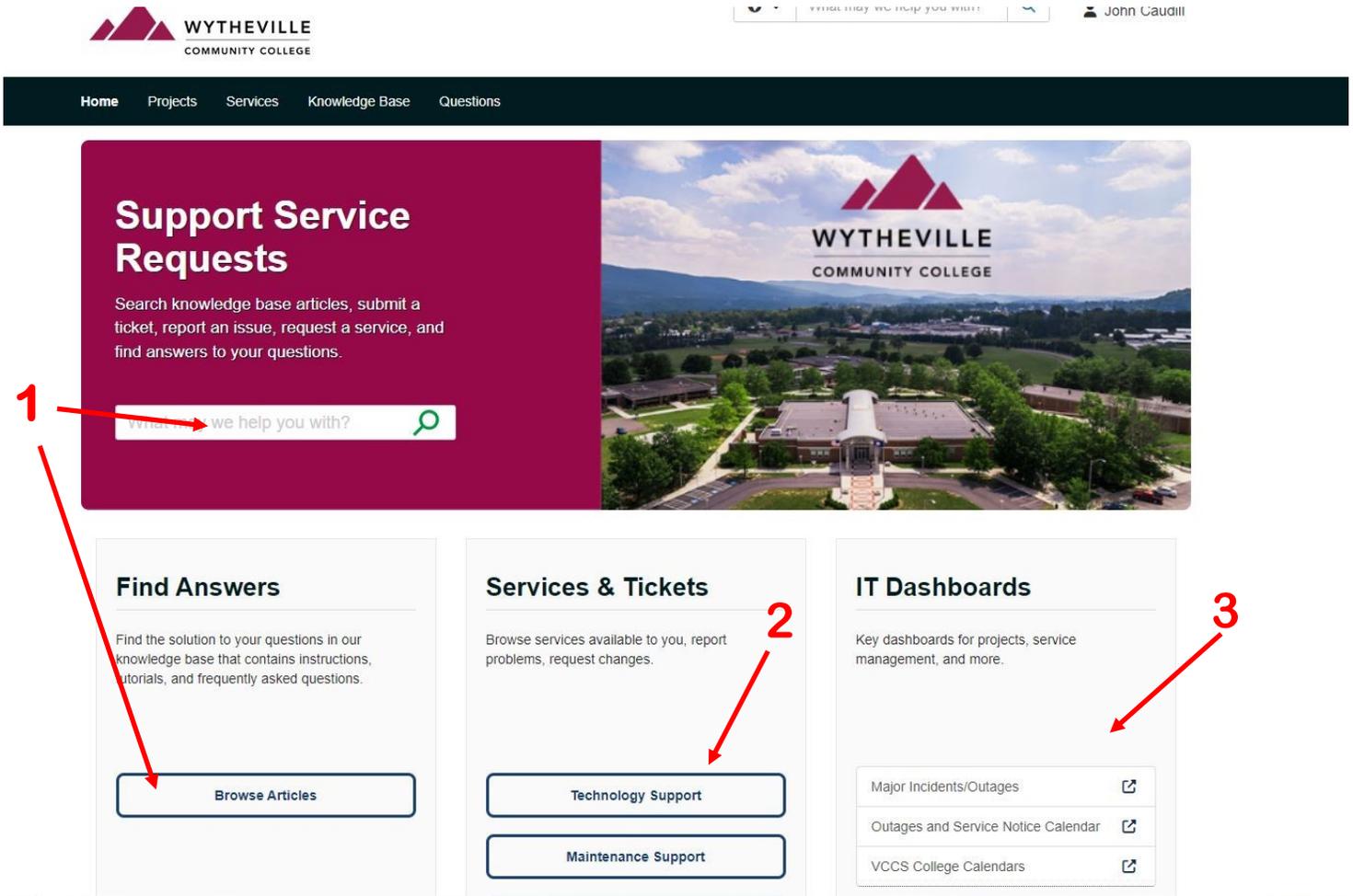
-OR-

B) Visit [wcc.vccs.edu](http://wcc.vccs.edu) and select MyWCC.



**Step 2:** After logging in, select the “WCC Help Desk/ TeamDynamix Client” tile by clicking the blue Launch button.

**Step 3:** This will open the Team Dynamix Client Portal. From here, you can search VCCS Knowledge Base Articles (1), Submit Tech or Maintenance Support Tickets (2), or view VCCS Outages and notifications (3).



**Step 4:** To submit a basic Incident Service Request, select Technology support.  
(continued on next page)

**Step 5:** The next page will show the available Service Categories. For most basic IT requests, you can select “Report an incident.”

### Categories (9)

 <p><b>Report an incident</b> Did something "break"? Is the thing not working as it should? Submit a ticket here!</p>	 <p><b>Accounts and Access</b> Access to Network Accounts, Onboard/Offboard Employees, Affiliate Accounts, etc.</p>
 <p><b>Student Technology Support</b> Technology Support for new and current WCC students.</p>	 <p><b>Communications and Collaborations</b> Requests related to office/mobile phones, email, faxing, and video/audio conferencing.</p>
 <p><b>Infrastructure</b> Network, Firewall, Cameras, and Server Administration</p>	 <p><b>Desktop and Mobile Computing</b> Requests for student and employee computers and devices.</p>
 <p><b>Website Request</b> Submit change requests for web content.</p>	 <p><b>Teaching, Learning &amp; Canvas Support</b> Classroom support, both virtual and on-campus.</p>
 <p><b>Information Security</b> Identity/access management, patching and scans, vulnerability remediation, and all other general information security requests.</p>	

[Service Catalog](#) / [Technology Support](#) / [Report an incident](#)

## Report an incident

Did something "break"? Is the thing not working as it should? Submit a ticket here!

### Services (1)

[Report an incident](#)

**Step 6:** Select the option for “Report an incident” under the available service offerings.

 Request Service

**Step 7:** On the right side, select the option for “Request Service.”

## **Step 8: Complete the Incident Form:**

**REQUESTOR**—this field should auto-populate with the requestor’s name.

**SHORT DESCRIPTION**—include basic details like “printer not working.”

**ACCT/DEPT**—this field show auto-populate to WC-Wytheville

**CAMPUS LOCATION**—select the building if you are on Main Campus or one of our other campuses if you are somewhere else.

**DESCRIPTION**—this field is NOT required but if there is additional information that needs to be reported with the ticket, this is the field to do it.

**ATTACHMENT**—you can add ONE attachment to your request. This field supports most basic file types including jpeg and .doc/.pdf.

**DUE DATE**—if time sensitive, select the date you need the request completed by, otherwise select any date.

**Step 9:** Hit the *Submit* button. You will receive an email confirmation shortly and shortly after that, your friendly IT staff will contact you about your request.

*As always, if you have any questions, please feel free to contact us at [helpdesk@wcc.vccs.edu](mailto:helpdesk@wcc.vccs.edu) or (276) 223-4955 or 56-4955.*



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