



How to submit ticket

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This Job Aid covers the process of log in, submit tickets, update tickets, and view your tickets.

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Log on to Peralta help desk system

1. Enter into your browser > **helpdesk.peralta.edu**
2. Enter > **Peralta email address** and **Password**
3. Click > **Log In**

 **Peralta Help Desk**

i Welcome to the Web Help Desk!
Faculty and Staff: login using **Peralta email** and **password**.

2

3

Log In

E-Mail

Password

Remember me

Log In



4. You have logged in successfully

Peralta Help Desk

Request | History | FAQs | Messages | Profile

Help Request

Request Type

Subject

Request Detail

Carbon Copy (Cc:) Enabled

Location District

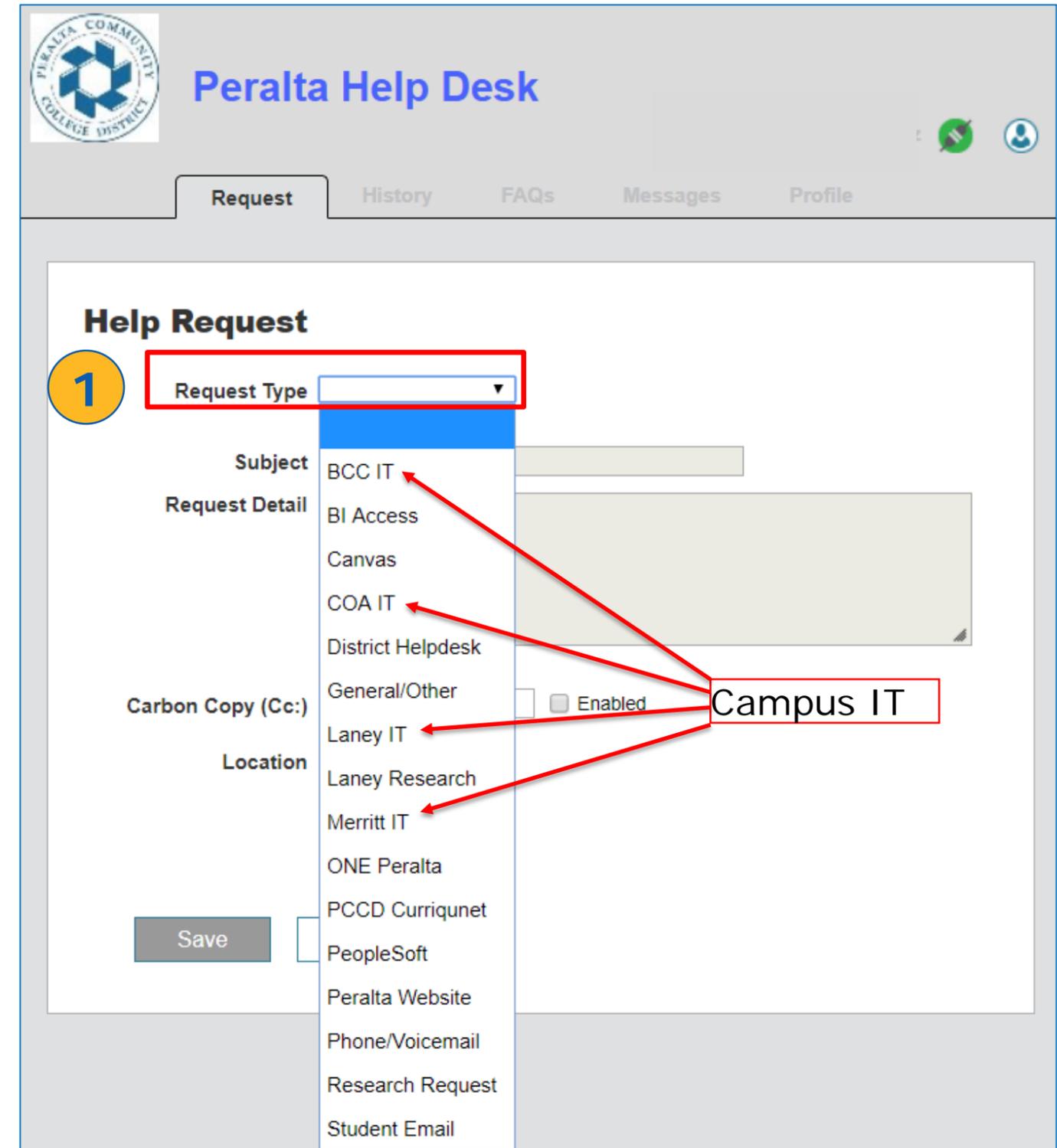
How to submit a ticket

There are two methods to submit tickets. We will cover both.
Preferred: Using the Peralta help desk system
Secondary: Sending an email, this is helpful if you don't have access to your Peralta account

Prefer: All Peralta accounts

1. Select > **Request type**. Based on what type of issue you need help with or who you need help from

 If you are a campus employee and are having issues with computer/hardware/printer, select your campus IT request type



Peralta Help Desk

Request | History | FAQs | Messages | Profile

Help Request

1 Request Type [dropdown]

Subject [text field]

Request Detail [text area]

Carbon Copy (Cc:) [checkbox] Enabled

Location [text field]

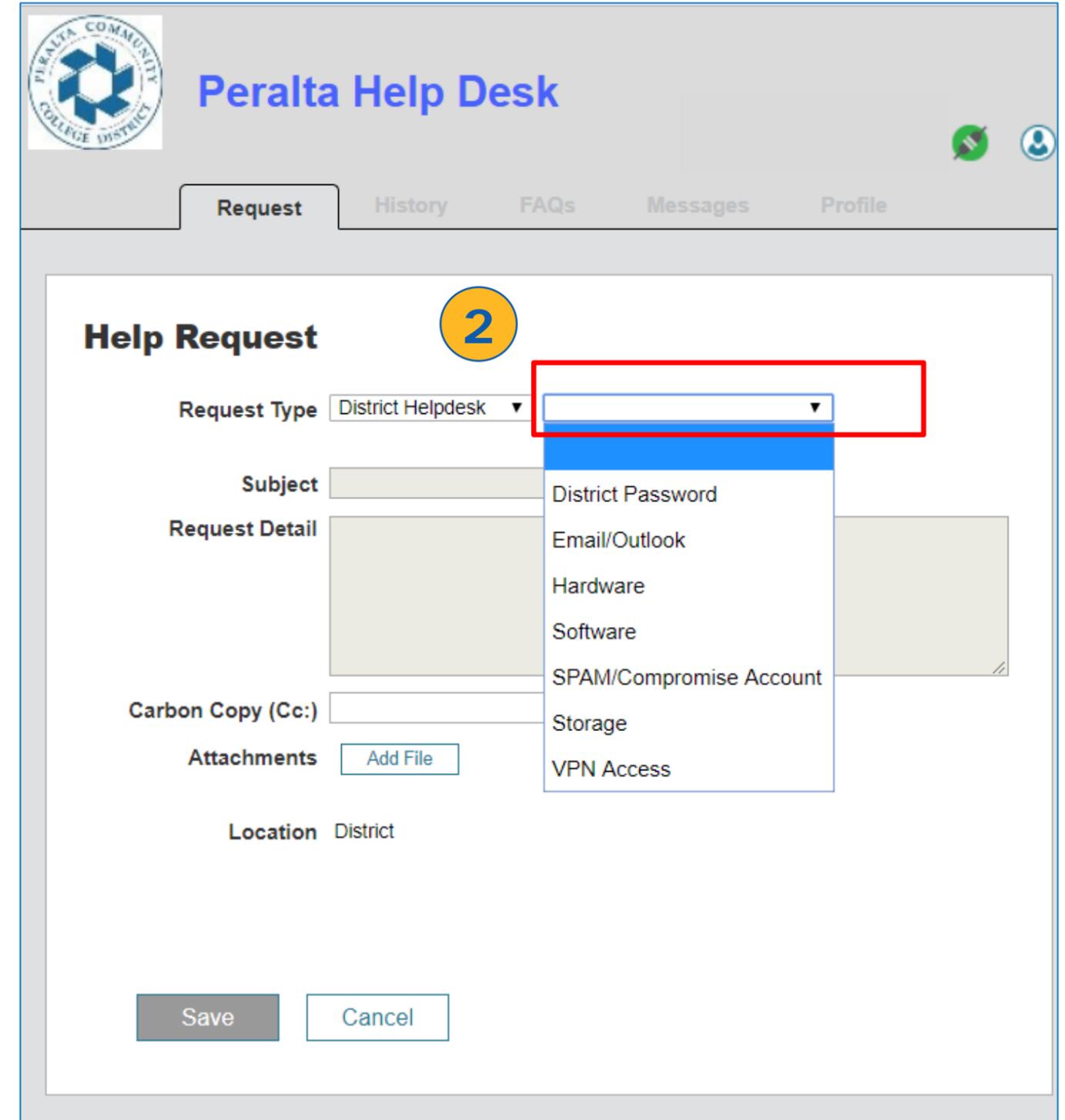
Save [button]

Campus IT

- BCC IT
- BI Access
- Canvas
- COA IT
- District Helpdesk
- General/Other
- Laney IT
- Laney Research
- Merritt IT
- ONE Peralta
- PCCD Curriquet
- PeopleSoft
- Peralta Website
- Phone/Voicemail
- Research Request
- Student Email

How to submit a ticket

2. If there is a sub request type, you **MUST** select sub request type, please select what is appropriate
3. In this example we will use: Request type District Helpdesk and sub request type Software



Peralta Help Desk

Request | History | FAQs | Messages | Profile

Help Request 2

Request Type: District Helpdesk

Subject: _____

Request Detail: _____

Carbon Copy (Cc:): _____

Attachments: [Add File](#)

Location: District

[Save](#) [Cancel](#)

- District Password
- Email/Outlook
- Hardware
- Software
- SPAM/Compromise Account
- Storage
- VPN Access



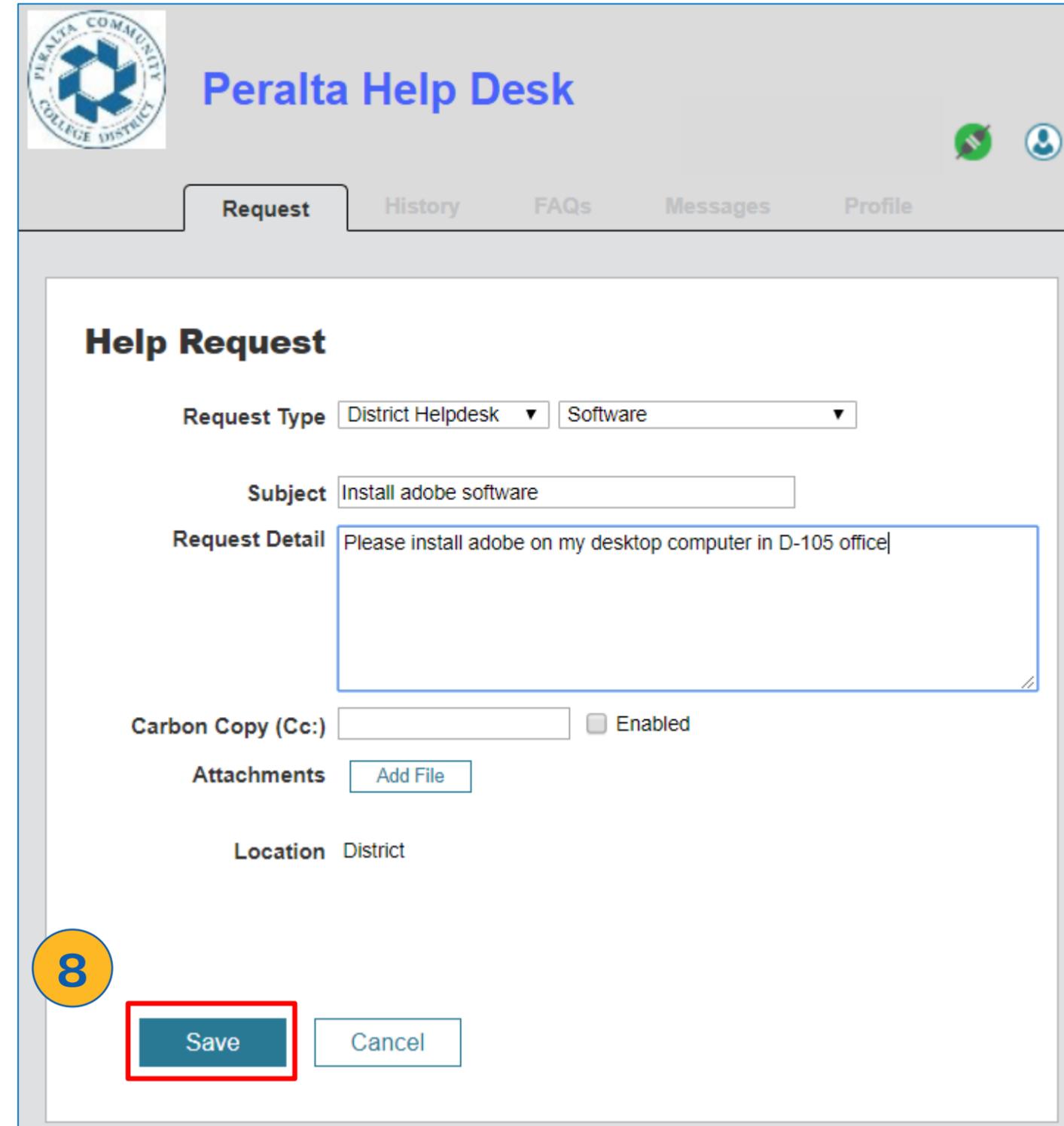
Some Request types have sub request types, you must select a sub request type if available

How to submit a ticket

4. Enter a descriptive subject
5. In Request Details: Add a detailed description of the issue
6. Optional: You can copy someone on the ticket. Just type their email address.
Example: Staff assistant
7. Optional: You can attached file
8. Once ready, Click > **Save**



Some Request types have custom question. This is to get all the information needed to complete the request. You can look at Request type **Canvas** and sub request type **Combo Request**.



Peralta Help Desk

Request | History | FAQs | Messages | Profile

Help Request

Request Type: District Helpdesk | Software

Subject: Install adobe software

Request Detail: Please install adobe on my desktop computer in D-105 office

Carbon Copy (Cc:): Enabled

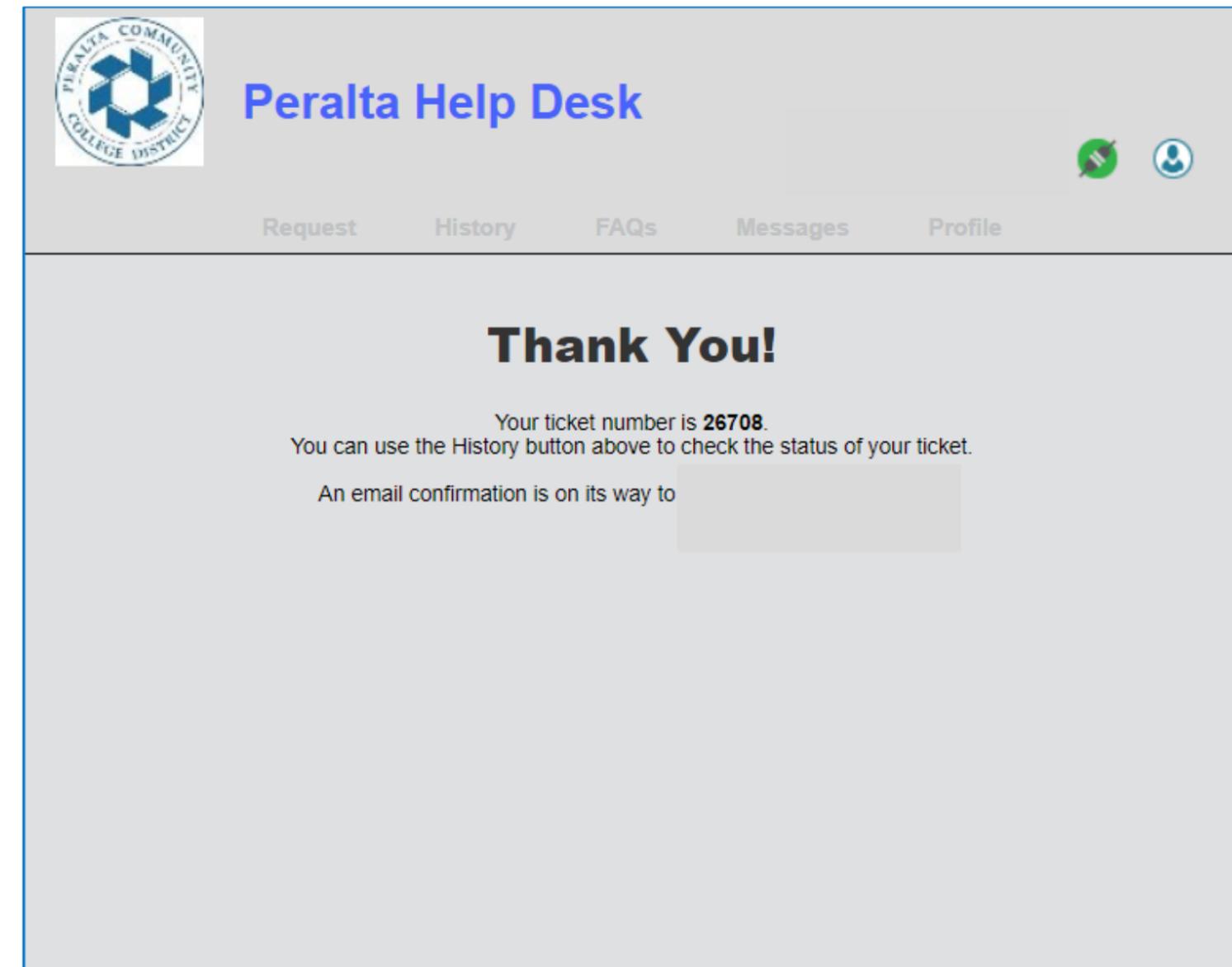
Attachments:

Location: District

8

How to submit a ticket

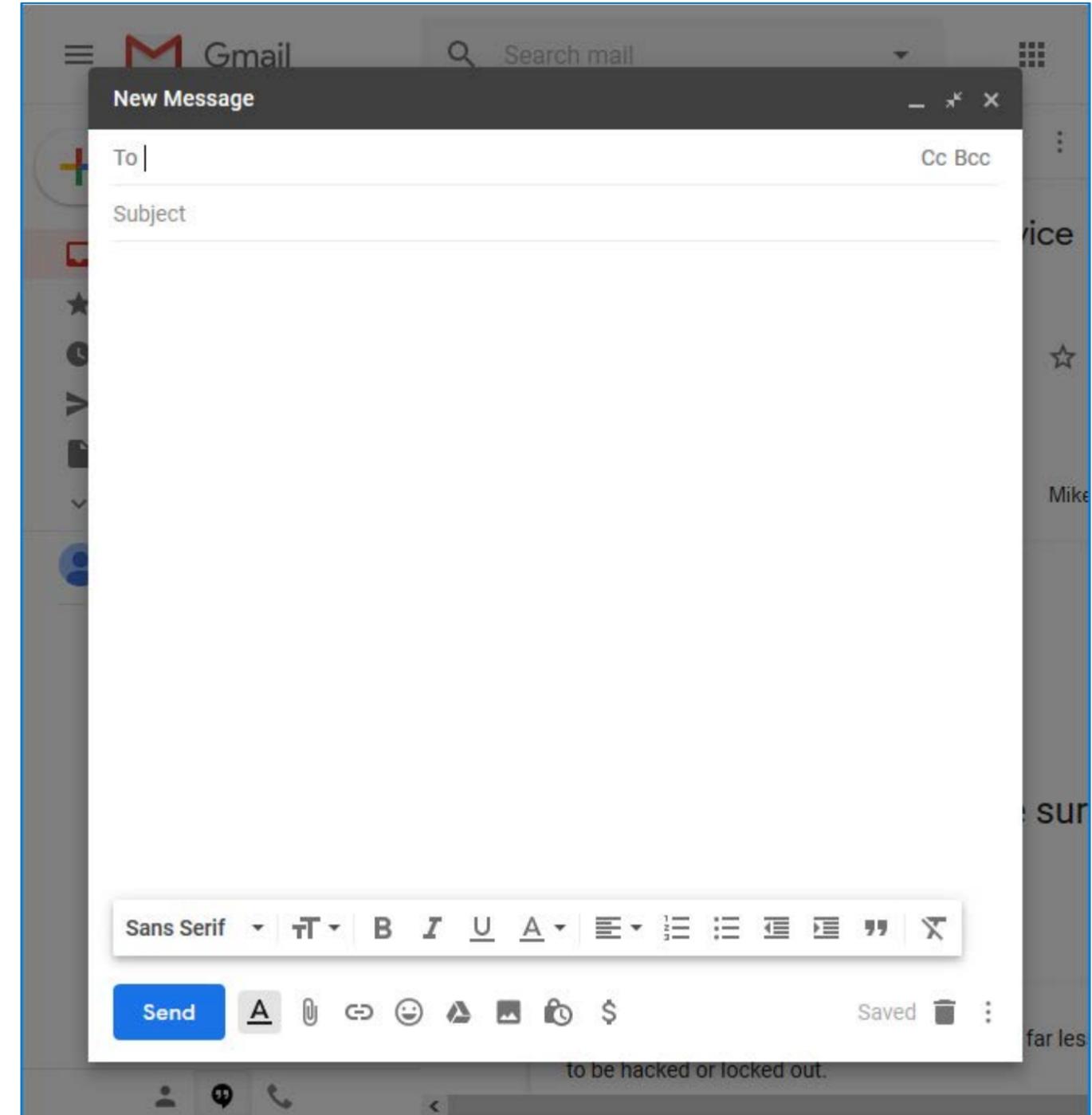
9. A thank you message will be display and a ticket number.
10. Also an email confirmation will be sent to you and anyone you copy.
11. You have successfully submitted a ticket



All updates to the tickets will be emailed to you.

Secondary: Send email to the helpdesk accounts

1. Login to your Peralta email account or login to your personal email account.
2. Compose an email
3. Each location IT department has an email address that will assign the ticket to that IT department.
 - a. Peralta Helpdesk/District Office: helpdesk@peralta.edu
 - b. Berkeley City College: bcchelpdesk@peralta.edu
 - c. College of Alameda: coahelpdesk@peralta.edu
 - d. Laney College: laneyhelpdesk@peralta.edu
 - e. Merritt College: merritthelpdesk@peralta.edu

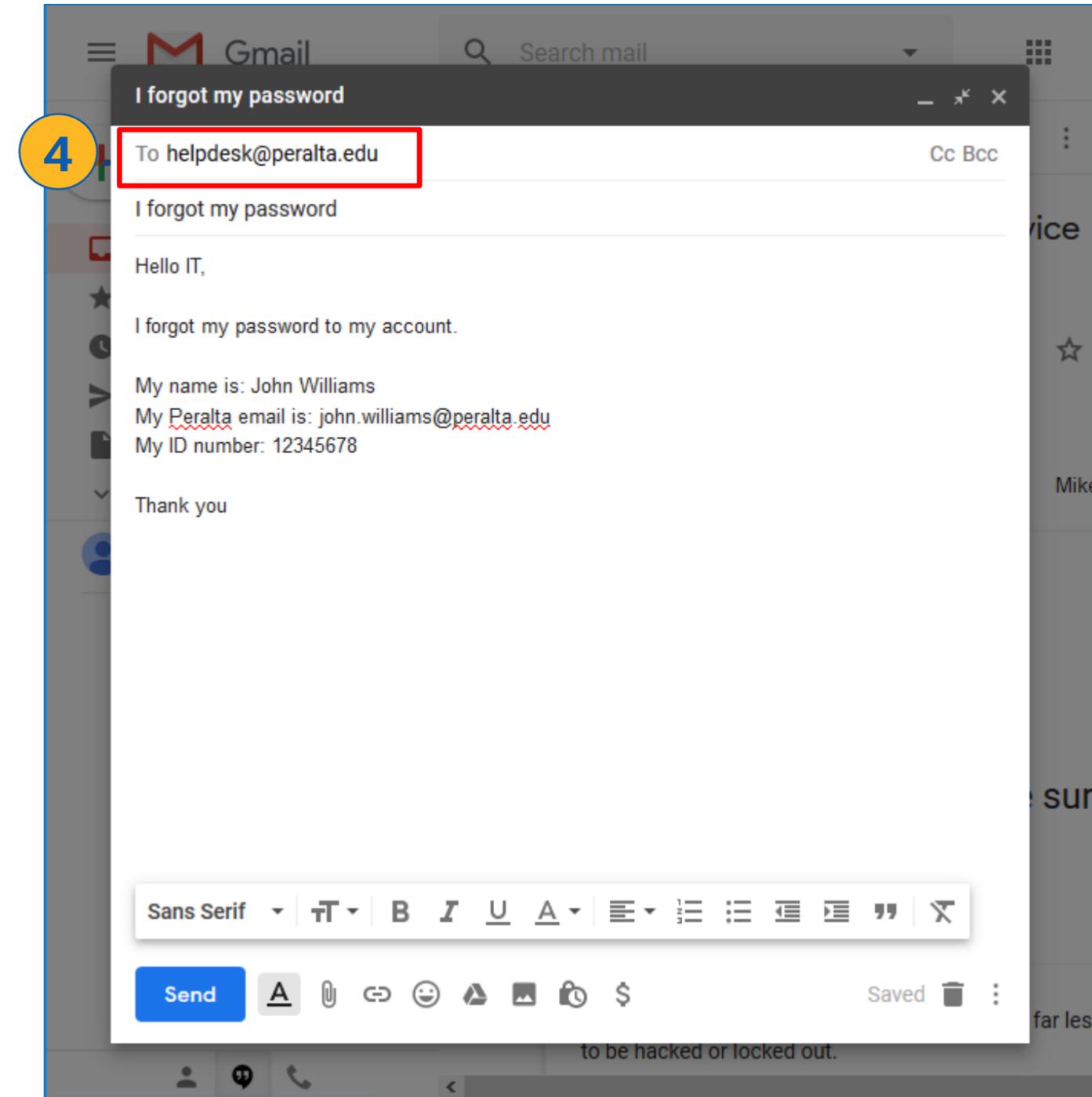


How to submit a ticket

4. In the **To field**, enter the appropriate email address
5. Enter a descriptive subject
6. In the body: Add a detailed description of the issue
7. Optional: You can attached file
8. Once ready, Click > **Send**



If you are a campus employee and are having issues with computer/hardware/printer, please use the campus IT helpdesk email from the previous page





How to submit a ticket

9. An email confirmation will be sent to you.
The email will include: A brief message,
Ticket number, description of your issue
10. You have successfully submitted a ticket

Ticket 26717 Open → I forgot my password: Hello IT,I forgot my pass... Inbox x

Peralta Help Desk 1:01 PM (11 minutes ago) ☆ ↶ ⋮
to me ▾



Ticket 26717: I forgot my password

Mike, thank you for using the Peralta Help Desk.

For Peralta Employees with Peralta account: [Check your ticket's status or add more information.](#)

All updates will be emailed.

Note: Peralta District IT Help Desk Staff will never send you an email asking for your username and password. If you have given out your password, please change it as soon as possible.

[Add Note](#) [Cancel Ticket](#)

On 9/27/18, at 1:01 pm, Mike Cool wrote:
Hello IT,

I forgot my password to my account.

My name is: John Williams
My Peralta email is: john.williams@peralta.edu
My ID number: 12345678

Thank you



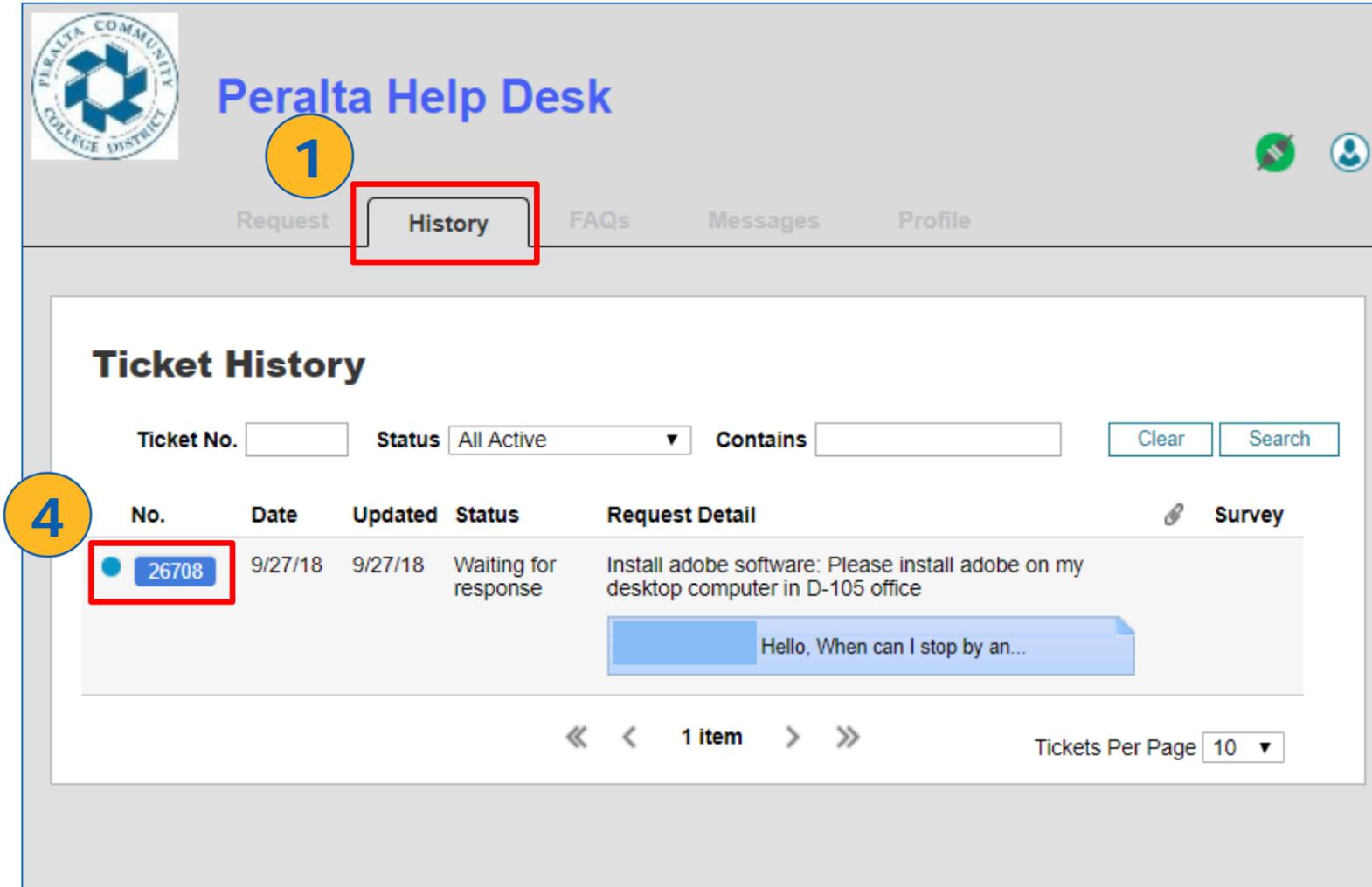
All updates to the tickets will be email to you.

How to view & check status of tickets

From the help desk system you can view all your tickets.

All Peralta accounts

1. Click > History tab
2. By default, you will see your active ticket
3. You can see the status on the Status column
4. To see the full details click on the ticket number



Peralta Help Desk

Request **History** FAQs Messages Profile

Ticket History

Ticket No. Status Contains

No.	Date	Updated	Status	Request Detail	Survey
26708	9/27/18	9/27/18	Waiting for response	Install adobe software: Please install adobe on my desktop computer in D-105 office Hello, When can I stop by an...	

« < 1 item > » Tickets Per Page



To see tickets that are no longer activated (Resolved, Close or Cancelled), click on the Status drop down menu and select another status



How to view & check status of tickets

5. The full ticket details will open
6. You can see status, request type, tech name, notes and etc.
7. You have successfully view & check the status of your ticket

Peralta Help Desk

Request | **History** | FAQs | Messages | Profile

Ticket 26708 Cancel Ticket

Report Date 9/27/18 10:56 am
Status Waiting for response
Est. Due Date 10/1/18 3:04 pm
Location District
Request Type District Helpdesk • Software • Installation
Subject Install adobe software
Request Detail Please install adobe on my desktop computer in D-105 office
Tech Tech name
Attachments Add File

Notes	Date	Name	Note Text
	9/27/18 1:50 pm	Name of person that enter the comment	Hello, When can I stop by and install the software? Thank you, 10 minutes ago # 32899

Add Note

Carbon Copy (Cc:) Enabled

Save Cancel



How to update a ticket

There are two methods to update a ticket. We will cover both.

Preferred: Using the Peralta help desk system

Secondary: Reply to the help desk ticket email

Prefer: All Peralta accounts

1. Go to the full ticket detail window (Steps in the previous section "How to view & check status of tickets")
2. Click > **Add Note**

Peralta Help Desk

Request History **FAQs** Messages Profile

Ticket 26708 [Cancel Ticket](#)

Report Date 9/27/18 10:56 am
Status Waiting for response
Est. Due Date 10/1/18 3:04 pm
Location District
Request Type District Helpdesk • Software • Installation
Subject Install adobe software
Request Detail Please install adobe on my desktop computer in D-105 office
Tech Tech name

Attachments [Add File](#)

Notes	Date	Name	Note Text
	9/27/18 1:50 pm	Name of person that enter the comment	<p>Hello,</p> <p>When can I stop by and install the software?</p> <p>Thank you,</p> <p>10 minutes ago # 32899</p>

2 [Add Note](#)

Carbon Copy (Cc:) Enabled

[Save](#) [Cancel](#)



How to update a ticket

- 3. Type your note
- 4. Optional: You can attached file
- 5. Once ready, Click > **Save**

Ticket 26708 Cancel Ticket

Report Date 9/27/18 10:56 am
Status Waiting for response
Est. Due Date 10/1/18 3:28 pm
Location District
Request Type District Helpdesk • Software • Installation
Subject Install adobe software
Request Detail Please install adobe on my desktop computer in D-105 office
Tech Tech name

Notes	Date	Name	Note Text
	9/27/18 1:50 pm	Name of person that enter the comment	Hello, When can I stop by and install the software? Thank you, 33 minutes ago # 32899

3 **New Note** Hello,
Please stop by after 2pm
Thank you,

Attachments Add File

Carbon Copy (Cc:) Enabled

4 Save Cancel



How to update a ticket

- 6. The status has change to In Progress
- 7. You have successfully updated the ticket.

Peralta Help Desk

Alexander Hernandez

Request | **History** | FAQs | Messages | Profile

i The Ticket has been updated successfully. You will receive an E-mail confirmation shortly.

Ticket 26708 Cancel Ticket

5 **Report Date** 9/27/18 10:56 am
Status In Progress
Est. Due Date 10/1/18 3:56 pm
Location District
Request Type District Helpdesk • Software • Installation
Subject Install adobe software
Request Detail Please install adobe on my desktop computer in D-105 office
Tech Tech name
Attachments Add File

Notes	Date	Name	Note Text
	9/27/18 2:50 pm	Name of person that enter the comment	<p>Hello,</p> <p>Please stop by after 2pm</p> <p>Thank you,</p> <p><small>less than a minute ago</small></p> <p># 11930</p>
	9/27/18 1:50 pm	Name of person that enter the comment	<p>Hello,</p> <p>When can I stop by and install the software?</p> <p>Thank you,</p> <p><small>about an hour ago</small></p> <p># 32899</p>

Add Note

Carbon Copy (Cc:) Enabled

Note If the ticket you submitted is not longer an issue can you can cancel the ticket by click Cancel Ticket button on the top right.



How to update a ticket

Secondary: Reply to the help desk ticket email

1. Login to your Peralta email account or login to your personal email account.
2. Find the email from the help desk with ticket
3. Click on the email to open it
4. Click > Reply

Ticket 26717 Open → I forgot my password: Hello IT,I forgot my pass... Inbox x

Peralta Help Desk 1:01 PM (2 hours) 4 Reply



Ticket 26717: I forgot my password

Mike, thank you for using the Peralta Help Desk.

For Peralta Employees with Peralta account: [Check your ticket's status or add more information.](#)

All updates will be emailed.

Note: Peralta District IT Help Desk Staff will never send you an email asking for your username and password. If you have given out your password, please change it as soon as possible.

[Add Note](#) [Cancel Ticket](#)

On 9/27/18, at 1:01 pm, Mike Cool wrote:

Hello IT,

I forgot my password to my account.

My name is: John Williams
My Peralta email is: john.williams@peralta.edu
My ID number: 12345678

Thank you



How to update a ticket

5. Type your note
6. Optional: You can attached file
7. Once ready, Click > **Send**

your username and password. If you have given out your password, please change it as soon as possible.

[Add Note](#) [Cancel Ticket](#)

On 9/27/18, at 1:01 pm, Mike Cool wrote:
Hello IT,

I forgot my password to my account.

My name is: John Williams
My Peralta email is: john.williams@peralta.edu
My ID number: 12345678

Thank you

Recipients

5

helpdesk@peralta.edu
You can call me at 510-111-1111
Thank you|

7

Send

Saved

How to update a ticket



- 8. An email confirmation will be sent to you
- 9. The status has change to In Progress
- 10. The email will show you all the communication
- 11. You have successfully updated the ticket

Ticket 26717 **In Progress (Updated)** → I forgot my password: Hello IT,I forgot my pass... Inbox x

Peralta Help Desk to me ▾ 3:28 PM (9 minutes ago) ☆ ↶ ⋮



Ticket 26717: I forgot my password

Mike, thank you for using the Peralta Help Desk.

is working on your ticket.

[Check your ticket's status or add more information.](#)

[Add Note](#) [Cancel Ticket](#)

On 9/27/18, at 3:28 pm, Mike Cool wrote:
You can call me at 510-111-1111

Thank you

On Thu, Sep 27, 2018 at 1:01 PM Peralta Help Desk <helpdesk@peralta.edu> wrote:

On 9/27/18, at 1:01 pm, Mike Cool wrote:
Hello IT,

I forgot my password to my account.

My name is: John Williams
My Peralta email is: john.williams@peralta.edu
My ID number: 12345678

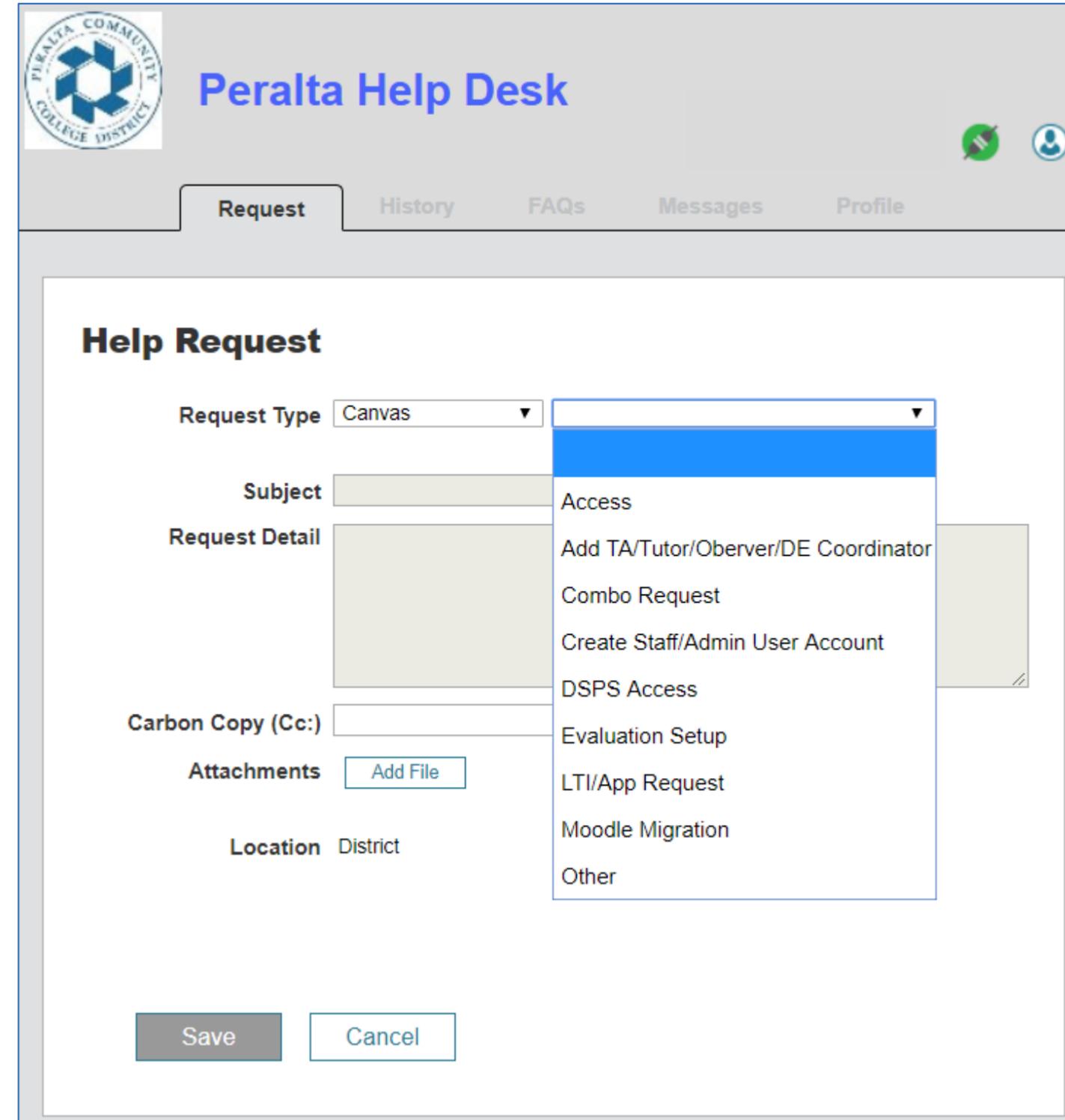
Thank you



All updates to the tickets will be email to you.

Canvas support teams

1. Request type, select > **Canvas**
2. Sub request type, select > What is appropriate



Peralta Help Desk

Request | History | FAQs | Messages | Profile

Help Request

Request Type: Canvas

Subject: [Empty]

Request Detail: [Empty]

Carbon Copy (Cc:): [Empty]

Attachments:

Location: District

- Access
- Add TA/Tutor/Observer/DE Coordinator
- Combo Request
- Create Staff/Admin User Account
- DSPS Access
- Evaluation Setup
- LTI/App Request
- Moodle Migration
- Other



Canvas tickets are supported by District Distance Education. When Canvas request type are submitted, Help desks system automatically routes the ticket to them.

Canvas support teams

3. In this example we will use: Canvas > Combo Request
4. Read the **instructions** carefully – Each request type has its own message
5. Answer all questions – Each request type has its set of questions
6. Once ready, Click > **Save**

Peralta Help Desk

Request | History | FAQs | Messages | Profile

Help Request

Request Type: Canvas | Combo Request

4 **Instructions**
In order to maintain FERPA compliance, students may not have access to the names, enrollment status, and/or coursework of other students. Therefore, combo shells in Canvas may only be created for concurrent classes. Combo sections may not be used for multiple sections of the same class.
Note: combo shells must be done BEFORE classes start; if you request a combo after classes begin, you will lose student data and work.

Class names and 5 digit codes to combine into one shell:*

I understand FERPA protections related to student privacy:* Yes No

Notes:

Carbon Copy (Cc:) Enabled

Attachments

Location District

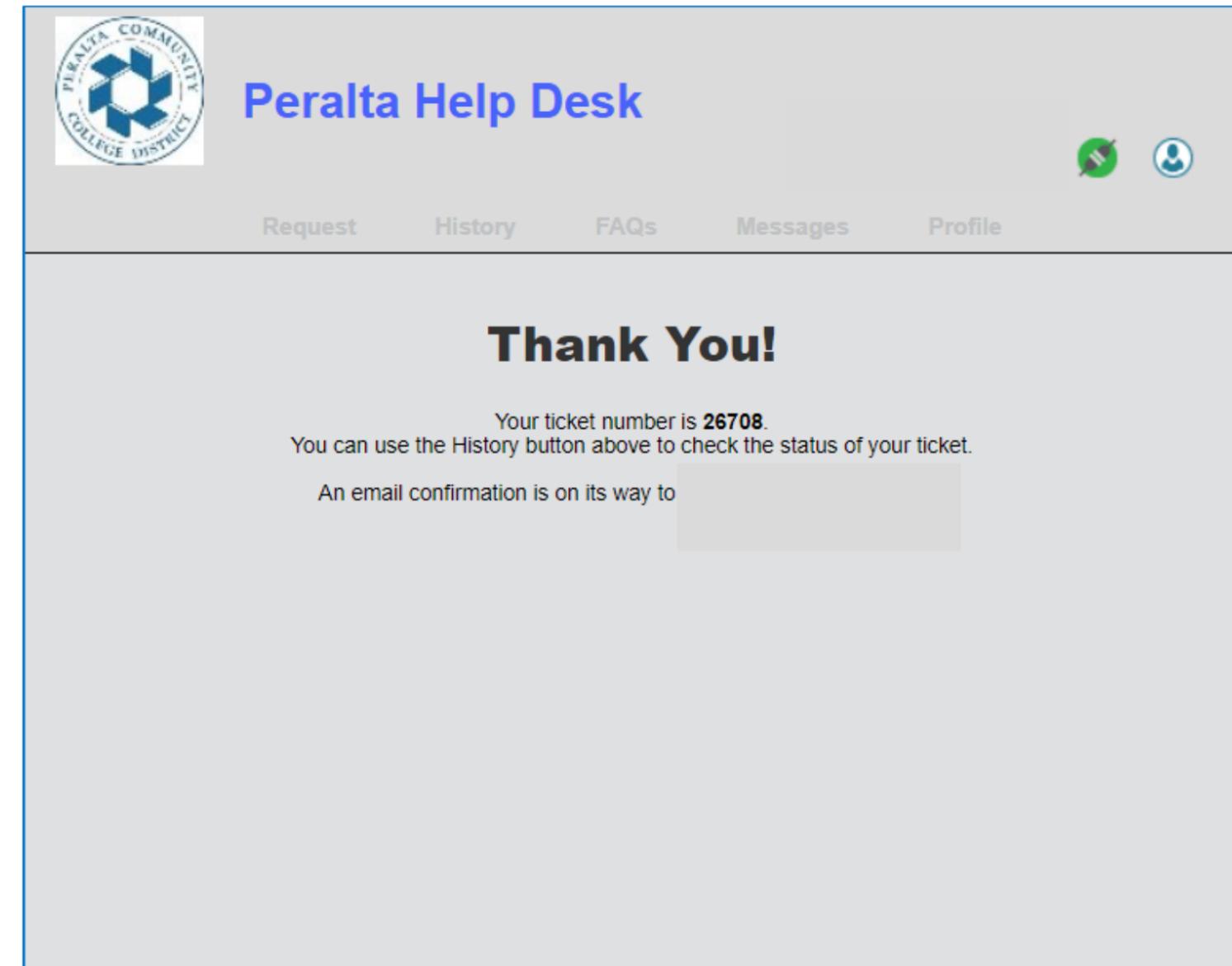
6



Most of Canvas sub request types have custom questions. This is to get all the information needed to complete the request.

Canvas support teams

7. A thank you message will be display and a ticket number.
8. Also an email confirmation will be sent to you and anyone you copy.
9. You have successfully submitted a Canvas ticket



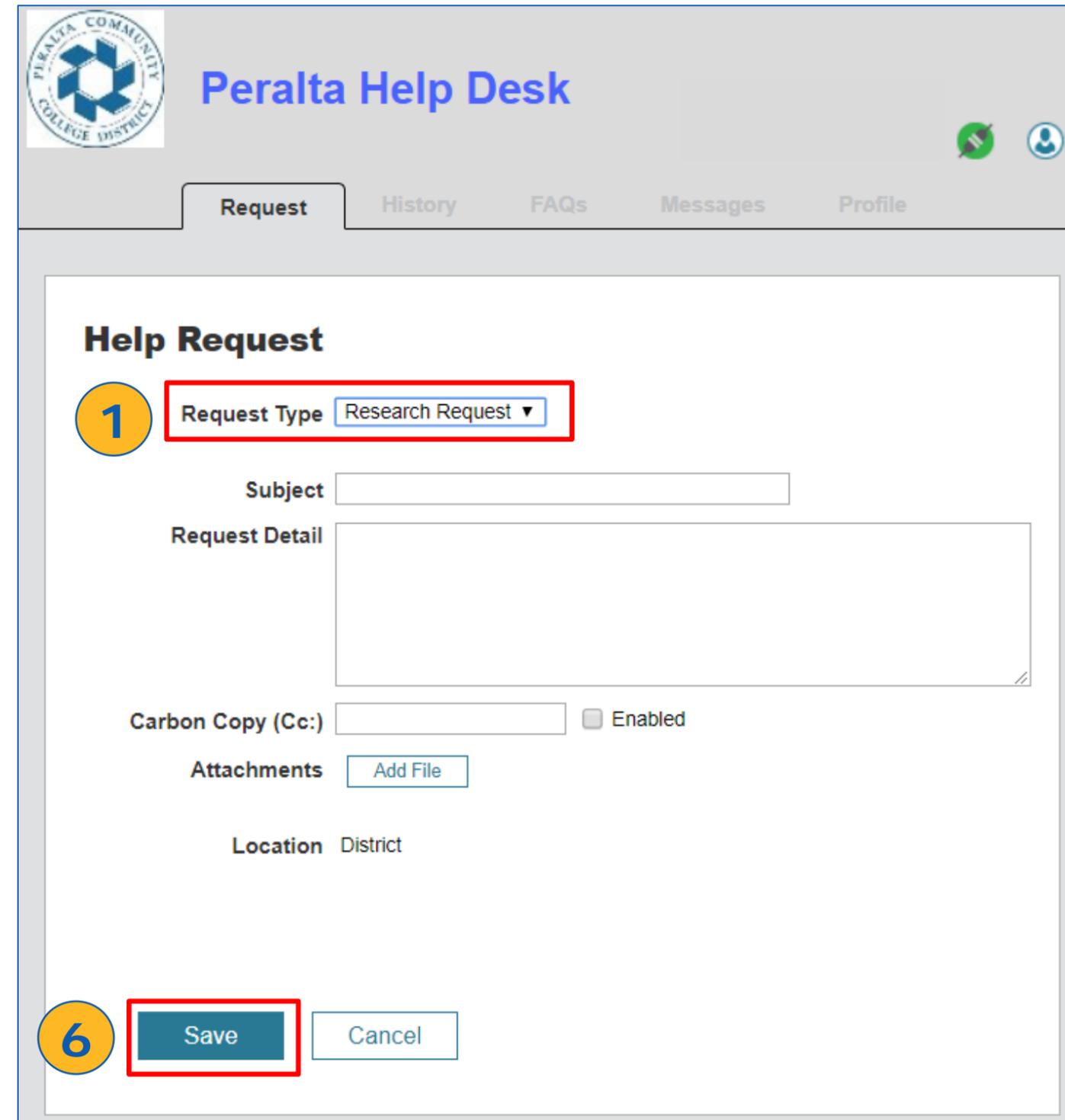
You can also submit a ticket by sending an email to canvas@peralta.edu. This is not the preferred method, as the needed question will not be answer and most likely will have to ask you for more information.

Research support teams

1. Request type, select > Research Request
2. Enter a descriptive subject
3. In Request Details: Add a detailed description of the data that you need
4. Optional: You can copy someone on the ticket. Just type their email address. Example: Staff assistant
5. Optional: You can attached file
6. Once ready, Click > Save



Research tickets are supported by District Institutional Research (IR). When Research request type are submitted, Help desks system automatically routes the ticket to them. District IR may route the ticket to a college researcher.



Peralta Help Desk

Request | History | FAQs | Messages | Profile

Help Request

1 Request Type **Research Request** ▼

Subject

Request Detail

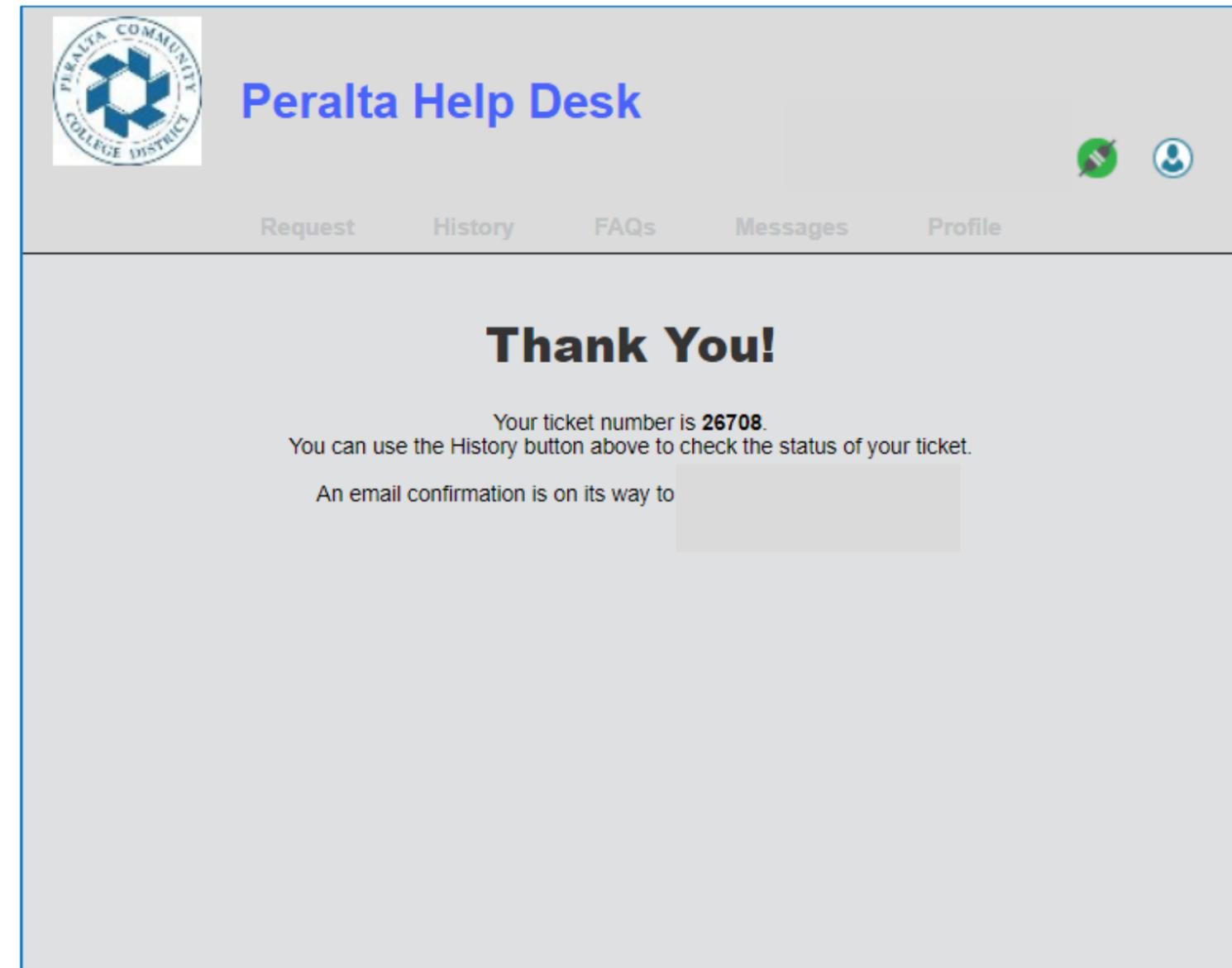
Carbon Copy (Cc:) Enabled

Attachments

Location District

6

- 7. A thank you message will be display and a ticket number.
- 8. Also an email confirmation will be sent to you and anyone you copy.
- 9. You have successfully submitted a research ticket



You can also submit a ticket by sending an email to researchrequest@peralta.edu. This is not the preferred method.



Questions!

- Can anyone submit tickets?

Yes, if you don't have access to Peralta administrative account, you can email help desk using one of the email provided in this document.

- Can students login to Peralta help desk?

No, only Peralta administrative accounts.

- How do I get updates or know that my ticket was completed/resolved?

You can check your ticket in the history tab. Also, all updates are emailed to you.

- What if I have not received an update?

Log in to the Peralta help desk and access the ticket and check the status, if needed add a note. If no access to Peralta help desk, find the email from the Peralta helpdesk and reply back.

- What if I send the ticket to the wrong request type or support team?

If the ticket has enough information, the ticket will be re-routed to the correct support team. This will delay the completion of you ticket.