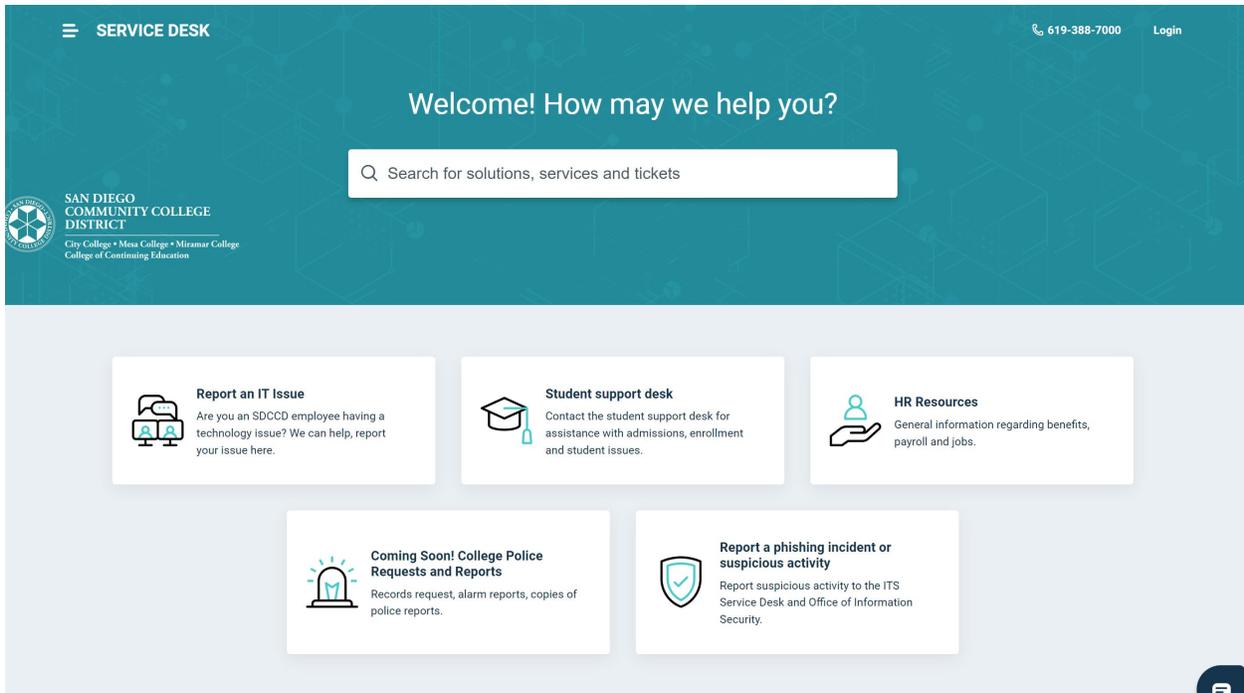
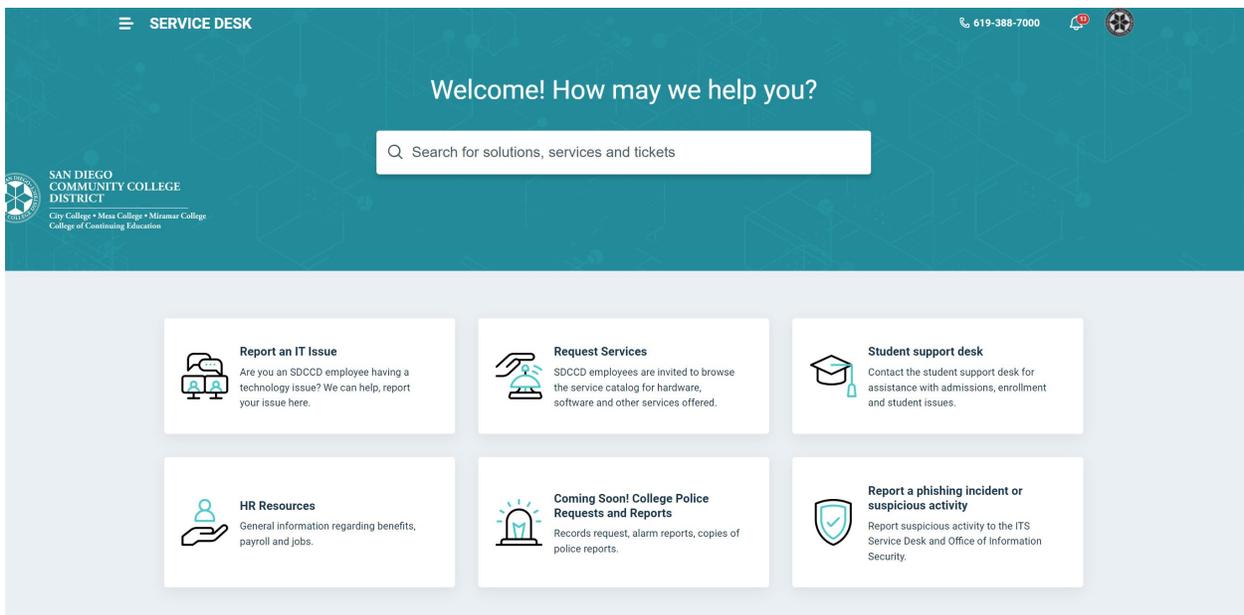


Visit requester portal at <https://help.sdccd.edu/> and login in the upper right corner of the requester portal to create a request.

Requestors will login with their employee or student email credentials.



Once logged in, requesters will see the same dashboard with the added 'Request Services' card.



Requester will use the 'Report an IT Issue' card to report incidents.

Many of the fields that communicate issue details to technicians are required\*.

### Report an Issue

**Requester\***

**Subject\***

**Urgency\***

**Issue type\***

**Location\***

**Building\Room issue is for\***

**Contact Phone Number (xxx-xxx-xxxx)**

**Description\***

B *i* U ☰ ▾ ☰ ▾ A ✎ ☰ ☰ 🔗 🖼️ ✂

[Attach a file](#) (File size < 40 MB)

Requestors will also be able to 'Request Services' and select services from the service catalog (below).

The screenshot displays a 'SERVICE DESK' interface. At the top, there is a search bar and a phone number '619-388-7000'. On the left, a sidebar lists various service categories: 'All Service Items', 'Email\Office 365', 'Software Installation', 'Hardware Provisioning', 'Application Access', 'Network Provisioning', 'Data Services', 'Telephone and Voice Mail', and 'IT Security'. The main area, titled 'ALL SERVICE ITEMS', contains a grid of 13 service cards, each with an icon and a title:

- Activate Data Port's**: Activate Data Port's
- Additional network a...**: Additional network access
- Additional Software ...**: Additional Software Installation
- Adobe\Creative Cloud...**: Request for Adobe\CC License
- Classroom\Lab Reimag...**: Classroom\Lab Reimage
- Department\Program e...**: Department\Program email address
- File Restore**: File Restore
- Install hardware**: Install hardware
- Install printer**: Install Multi-Functional Printer (MFP)
- Long distance phone ...**: Long distance
- Member changes on Pu...**: Member changes on Public Folder email
- Phone request**: Phone request
- Report phishing or s...**: Report phishing or suspicious activity
- Revoke Access**: Request to revoke access
- VoiceMail Request**: VoiceMail Request
- Workstation Replacem...**: Classroom\Lab Hardware Replace