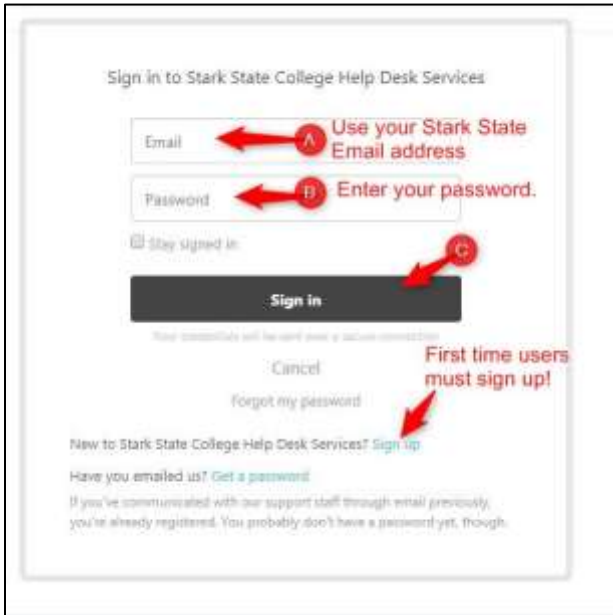


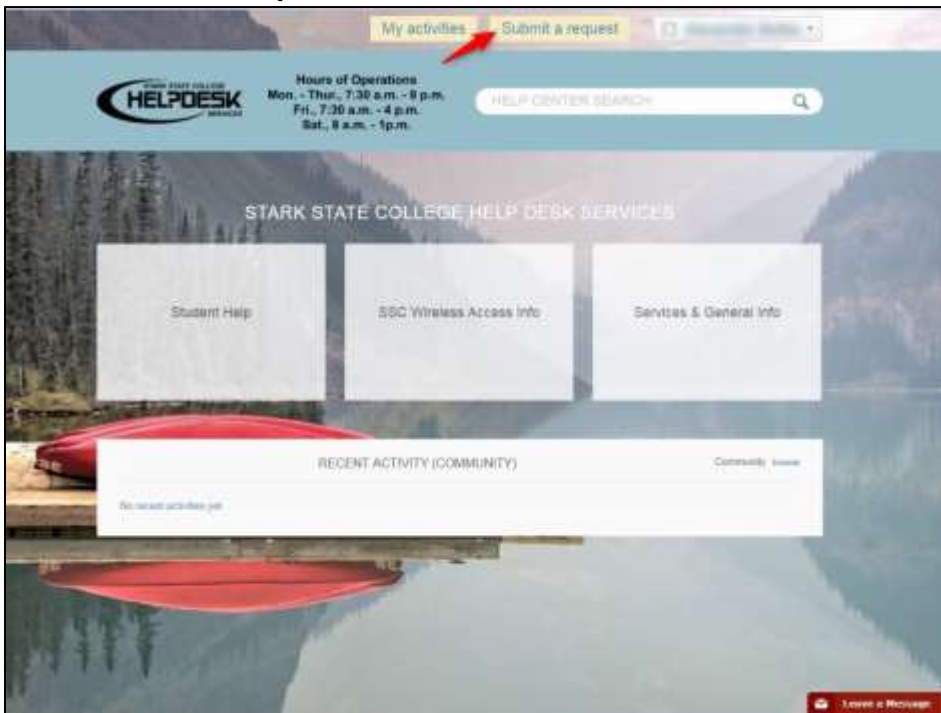
# Submitting a Help Desk Ticket

## Directions:

1. Go to **StarkState.zendesk.com**
2. Enter your **Stark State email address**, your **password**, and click **Sign in**. **NOTE:** If this is the **first time** submitting a help desk ticket, you will need to **Sign up**.



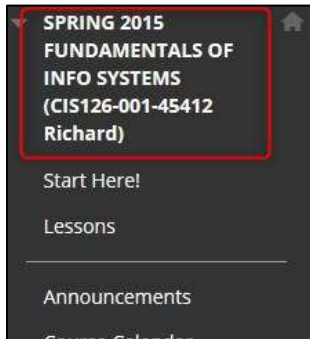
3. Click **Submit a request**



4. Enter ALL the required information. Be very specific about your issue.

**Include the following:**

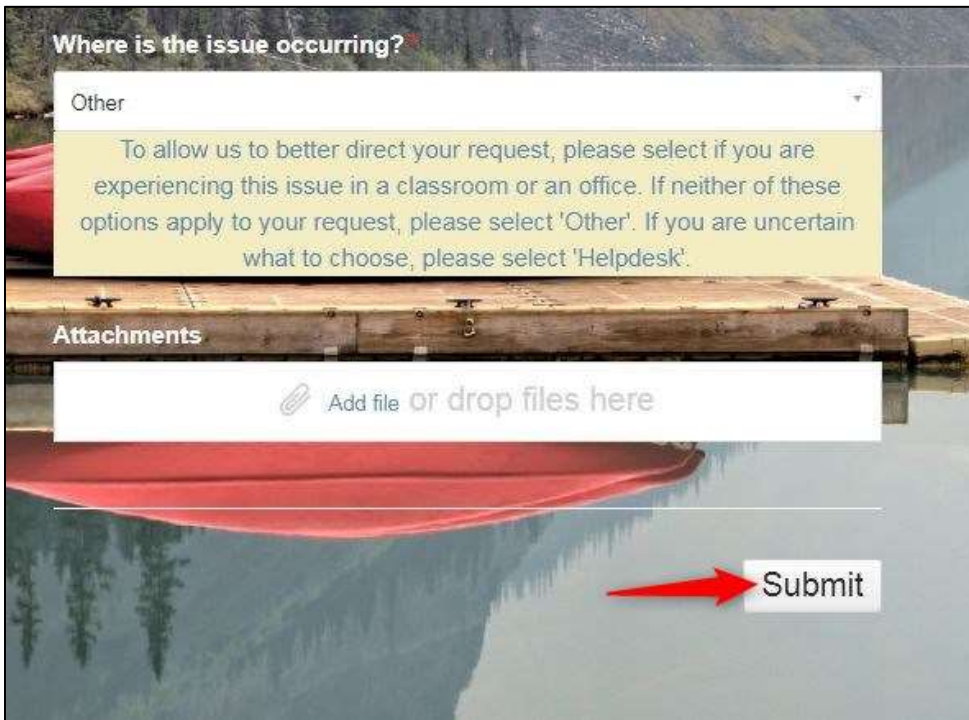
- Course Information and Instructor – You will find this information on the menu in your course.



- Assignment/Test
  - Name of the assignment or test
  - Location in the course
- Specific details about the problem you are experiencing

A screenshot of a 'SUBMIT A REQUEST' form. The form has a background image of a red canoe on a wooden dock by a lake. The fields and their content are: 'Subject' (Cannot open test #2, CIS126 Fundamentals of Information systems. (45412)), 'Description' (I cannot open Test #2 in Week 4. This class is CIS126 Fundamentals of Information systems. (45412). I click on the test, but I get a blank screen. I am using Firefox on my home computer. This happened at 8 PM on Monday March 5th.), 'Priority' (High), 'Work Order Type' (Backboard), 'Room' (B219), and 'Contact Number' (330 - 123- 4567). Each field has a yellow tooltip with instructions.

5. Click **Submit**



Where is the issue occurring?

Other

To allow us to better direct your request, please select if you are experiencing this issue in a classroom or an office. If neither of these options apply to your request, please select 'Other'. If you are uncertain what to choose, please select 'Helpdesk'.

Attachments

Add file or drop files here

Submit

A red arrow points to the Submit button.