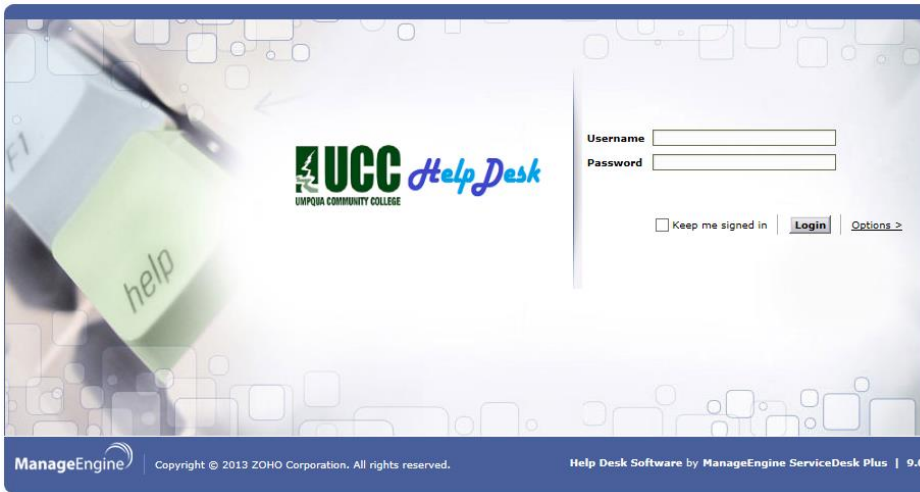New! HelpDesk Login
Plus
Service & Campus Catering Request(s) Guide

!! NOTE: This can only be done on campus from a computer logged into our NetWork !!

Go to the following webpage http://helpdesk.umpqua.edu . Click the preceding link and you should see the following login screen, proceed to login into HelpDesk using your network credentials: ==Username = First name . Last name==
==Password = current NetWork password==

Upon successful login you'll see the New HelpDesk home screen similar to the following (minus the colored circles).
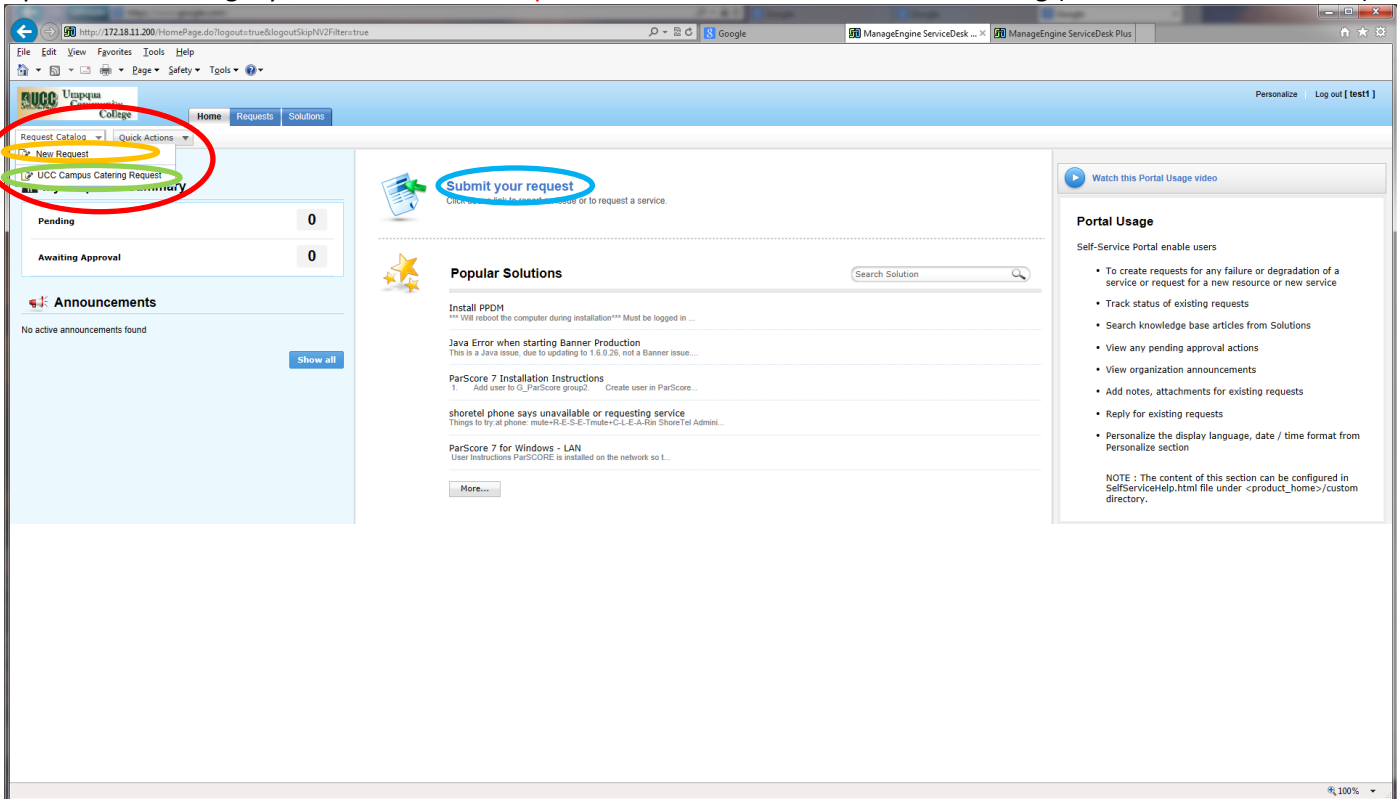
There are multiple ways to create a service request; note the red circled area above. Clicking the Request Catalog dropdown menu on the left side of the screen, will provide the two following choices: 1.New Request and 2.UCC Campus Catering Request. These are the most direct routes to create either a New Service Request and/or a UCC Campus Catering Request. If you choose the Submit your request link, you'll be presented choices 1. and 2. again, in a different graphical fashion.

Clicking the 1.NEW Request, of the previously circled items within the Request Catalog dropdown menu, will take you directly to the following screen so you can create a new service request.

NOTE: The fields in the red rectangle are already filled in for you and can't be changed. There are four dropdown menu arrows, Priority, Category, Subcategory, and Item. You may set any of the four dropdown menu fields if you want, they are not mandatory, but could be useful in resolving issues.

Secondary NOTE: The * Subject field, is mandatory and actually becomes the Request's Title. Provide a short description of the issue, such as; computer not booting, no network connection, no dial tone on phone, application error, etc. An incomplete subject field causes the following pop-up error when clicking the blue Add request button in the green circle.
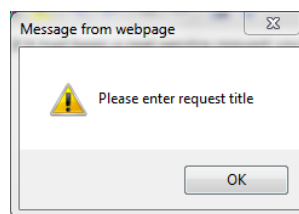
The description field, is not mandatory, but could also be of great assistance in narrowing down the resolution(s) to your issue. Please describe the issue in greater detail here. Also note near the bottom of the page in the purple circle, there is a place for E-mail ID(s) To Notify and in the khaki color circle, a button for attaching files and/or screenshots if you need to do so (these are not mandatory fields/buttons and can be left blank or unclicked).
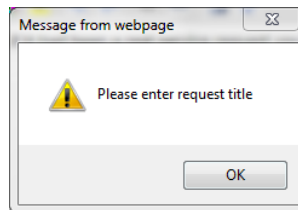
Last, but not least scroll down to the bottom of the page and click the blue Add request button, like the one you see in the green circle of the 1.NEW Request image above. Congratulations, your request has been successfully created and you should receive a confirmation e-mail with a Request ID number.

Clicking the 2.UCC Campus Catering Request option from the Request Catalog dropdown menu will take you to the following screen so you can create a new on Campus Catering Request.

NOTE: The fields in the red rectangle are already filled in for you and can't be changed, just like in the Service Request. There are ten fields above the rectangle and one below marked with an *, this denotes that they are all mandatory fields that must be filled in.

Secondary NOTE: The * Subject field, which is mandatory, actually becomes the Request's Title. Provide a short description of the event, like; Tom's Birthday, Sam's Retirement, Debbie's promotion, In-service treats, etc. An incomplete subject field causes the following pop-up error when clicking the blue Add request button in the green circle.

The description field, again is not mandatory, but may be used to provide additional information as needed. Also note at the bottom of the page (in the khaki color circle, just like the service request) there is a button for attaching files if needed. Last but not least scroll down to the bottom of the page and click the blue Add request button like the one you see in the green circle of the 2.UCC Campus Catering Request image above. Congratulations, your catering request has been successfully created and you should receive a confirmation e-mail with a Request ID number.

Watch UCC's website for shortcut links that will take you directly to the catering request, once you've successfully logged in.