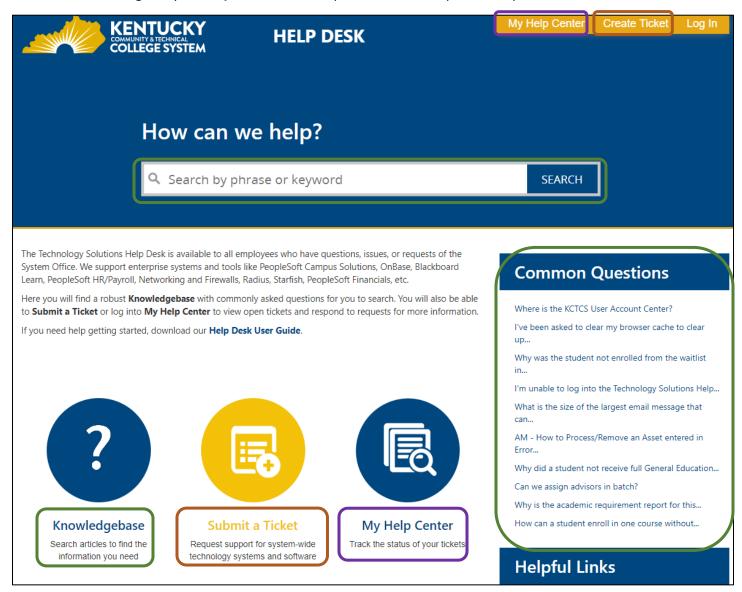
Technology Solutions Help Desk

The Technology Solutions Help Desk: https://ithelpdesk.kctcs.edu is available to all employees who have questions, issues, or requests of the System Office. We support all enterprise systems and tools like PeopleSoft Campus Solutions, OnBase, Blackboard Learn, PeopleSoft HR/Payroll, Networking and Firewalls, Radius, Starfish, PeopleSoft Financials, etc.

Here you will find a robust **Knowledgebase** with commonly asked questions for you to search. You will also be able to **Submit a Ticket** or log into your **Help Center** to view open tickets and respond to requests for more information.

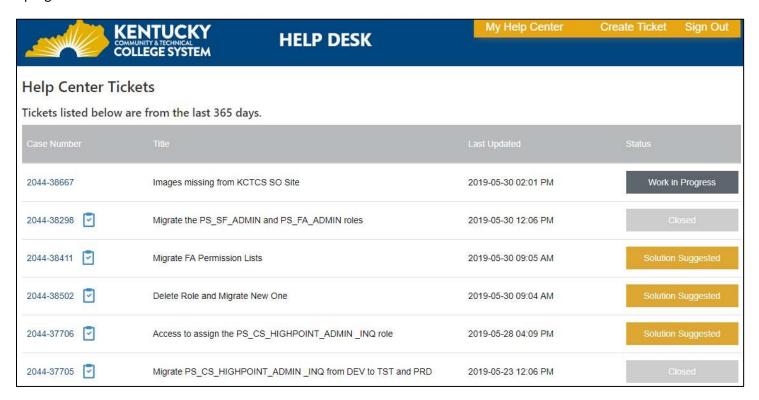


When you log into the Help Desk, you will use your KCTCS username (example: jsmith0001) and password. Clicking on the "Forgot your KCTCS username or password?" link will take you to the User Account Center.

JSMITH0001	
Password	
Forgot you	r KCTCS username or password
•••••	Log Ir

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Once you log in, you are in your **Help Center**. Here you can view all tickets that you've submitted and see what status they have. From here, you can provide information for a "Need More Information" ticket or add comments to tickets in progress.



From your Help Center you can also Create a New Ticket. The ticket categorization that you can choose from has not changed much. Complete the required fields, add up to 5 attachments if needed, and submit your ticket. You will receive an email letting you know your ticket was submitted. As we work to address your ticket, you will be notified of any changes or information.

* NEVER INCLUDE SOCIAL SECURITY NUMBERS IN HELP DESK TICKETS*

When your ticket is resolved, you'll receive an email notification along with a link to complete a survey about how we did. Please don't forget to give us some feedback so we can improve the service we provide.



