


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.

**KENTUCKY**
COMMUNITY & TECHNICAL
COLLEGE SYSTEM

HELP DESK


My Help Center>Create Ticket>Log In

How can we help?

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If you need help getting started, download our **Help Desk User Guide**.




Knowledgebase

Search articles to find the information you need



Submit a Ticket

Request support for system-wide technology systems and software



My Help Center

Track the status of your tickets

Common Questions

- Where is the KCTCS User Account Center?
- I've been asked to clear my browser cache to clear up...
- Why was the student not enrolled from the waitlist in...
- I'm unable to log into the Technology Solutions Help...
- What is the size of the largest email message that can...
- AM - How to Process/Remove an Asset entered in Error...
- Why did a student not receive full General Education...
- Can we assign advisors in batch?
- Why is the academic requirement report for this...
- How can a student enroll in one course without...

Helpful Links


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.

User Name

Password

Technology Solutions Help Desk

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.








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[My Help Center](#)[Create Ticket](#)[Sign Out](#)

Help Center Tickets

Tickets listed below are from the last 365 days.

| Case Number | Title | Last Updated | Status |
|-------------|---|---------------------|--------------------|
| 2044-38667 | Images missing from KCTCS SO Site | 2019-05-30 02:01 PM | Work in Progress |
| 2044-38298 |  Migrate the PS_SF_ADMIN and PS_FA_ADMIN roles | 2019-05-30 12:06 PM | Closed |
| 2044-38411 |  Migrate FA Permission Lists | 2019-05-30 09:05 AM | Solution Suggested |
| 2044-38502 |  Delete Role and Migrate New One | 2019-05-30 09:04 AM | Solution Suggested |
| 2044-37706 |  Access to assign the PS_CS_HIGHPOINT_ADMIN_INQ role | 2019-05-28 04:09 PM | Solution Suggested |
| 2044-37705 |  Migrate PS_CS_HIGHPOINT_ADMIN_INQ from DEV to TST and PRD | 2019-05-23 12:06 PM | Closed |

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.

FEEDBACK SURVEY 

New Ticket

Need help? Simply fill out the information below so that we can best assist you.

College*

--Please Select--

Subject*

Request Description*

CC on All Contact Emails

(separate with ',')

Upload Files (max 5)

Choose Files

No file chosen

All files size cannot exceed 20MB.

Cancel

Submit Ticket