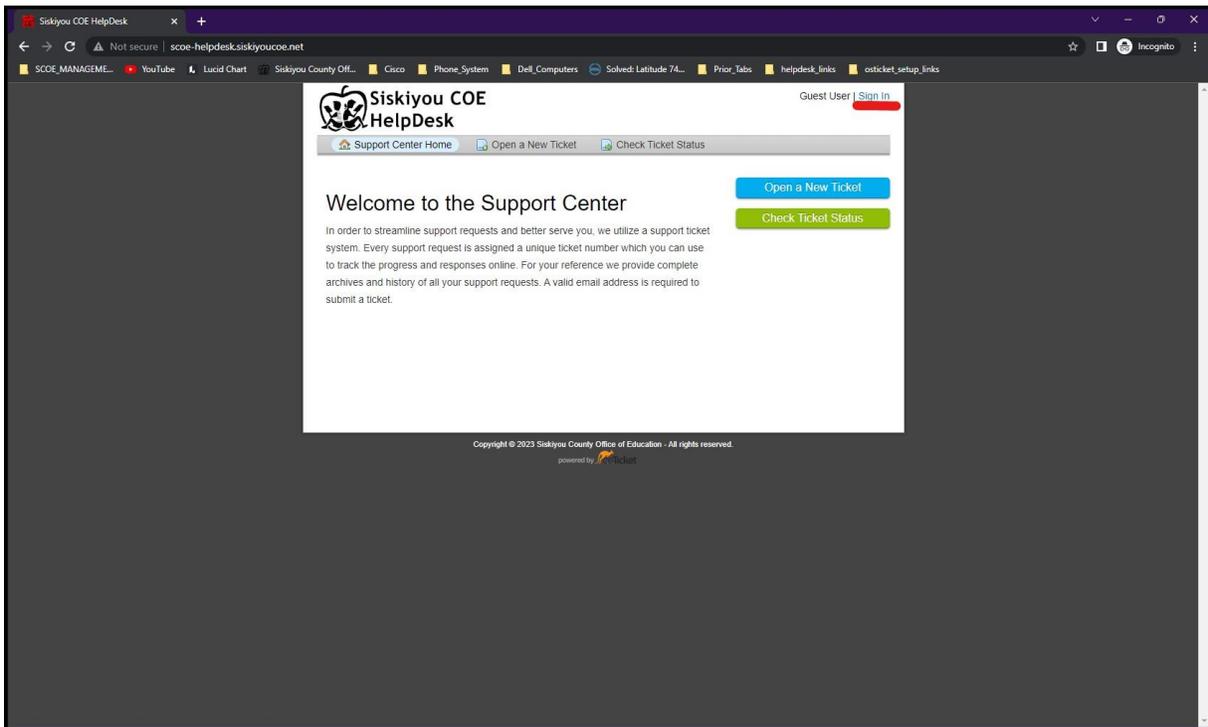


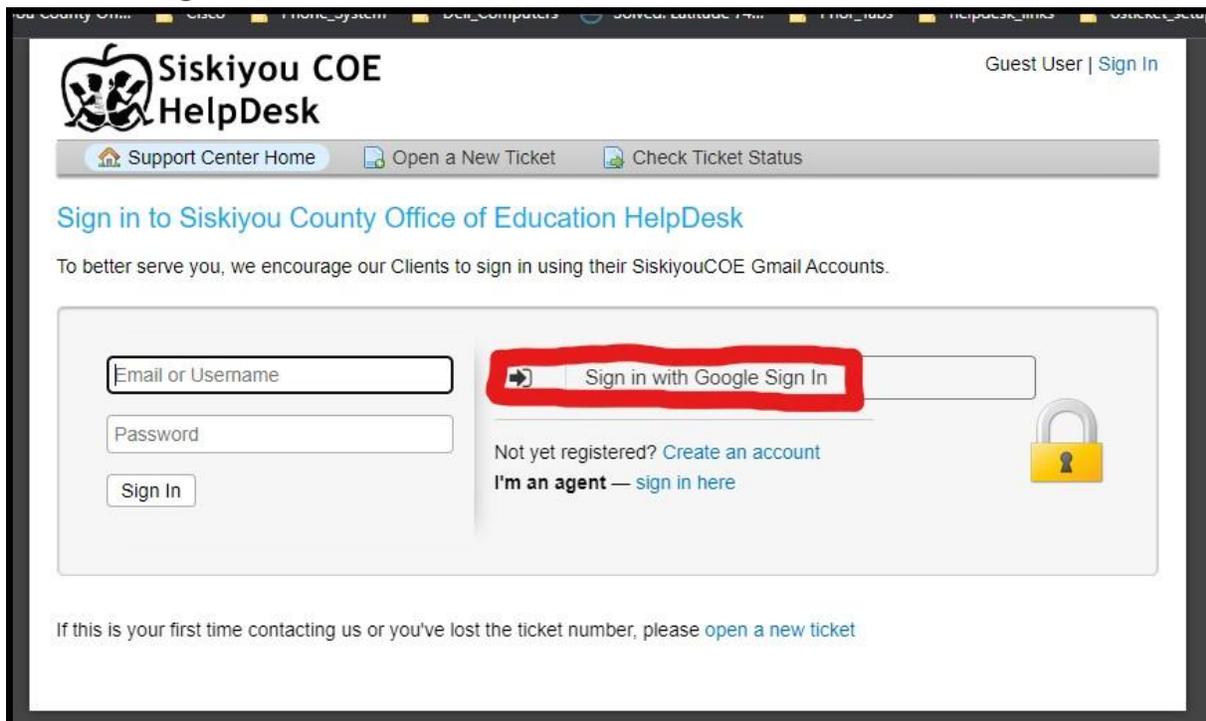
# Accessing The HelpDesk

Upon accessing our HelpDesk, you will be presented with the following page:



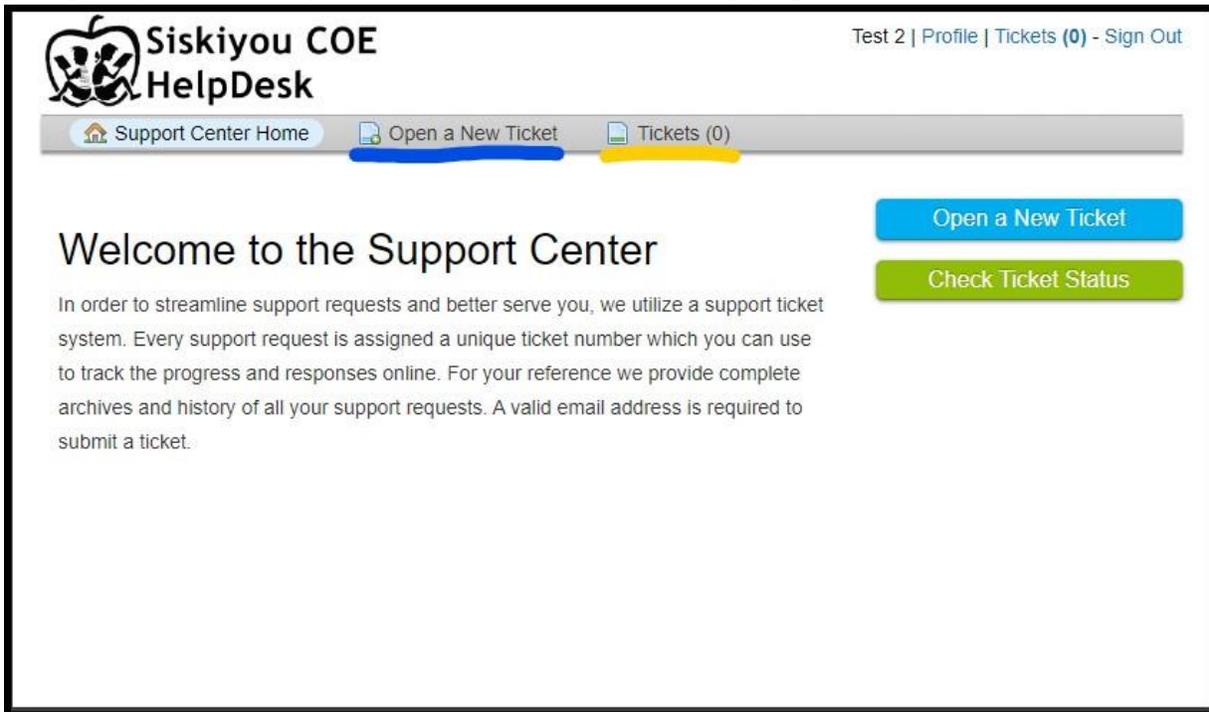
Follow the "Sign In" link underlined in red to sign in.

On this next page, choose the "Sign in with Google Sign In" option and sign in to your SiskiyouCOE Google Account



# User Page

After signing in, you will be presented with the following page:



You may choose to "Open a New Ticket" or "Check Ticket Status".

We also highly suggest you follow the "Profile" link at the top right hand side of the screen to add your details including your Full Name, Phone Number, and Department. This will greatly help our support team aid you in the future.

The screenshot shows the "Manage Your Profile Information" page. At the top left is the logo and text "Siskiyou COE HelpDesk". At the top right, it says "Test 2 | Profile | Tickets (0) - Sign Out". Below this is a navigation bar with three items: "Support Center Home" (with a house icon), "Open a New Ticket" (with a document icon), and "Tickets (0)" (with a document icon). The main content area features a heading "Manage Your Profile Information" followed by the text "Use the forms below to update the information we have on file for your account". Below this is a section titled "Contact Information" with the following fields: "Email Address \*" (with the value "testuser2@siskiyoucoe.net"), "Full Name \*" (with the value "Test User 2"), "Phone Number \*" (empty), and "Department \*" (with a dropdown menu showing "OTHER"). Below this is a section titled "Preferences" with the following fields: "Time Zone:" (with a dropdown menu showing "System Default" and a link "Auto Detect"). Below this is a section titled "Access Credentials" with the following fields: "Current Password:", "New Password:", and "Confirm New Password:". At the bottom of the form are three buttons: "Update", "Reset", and "Cancel".