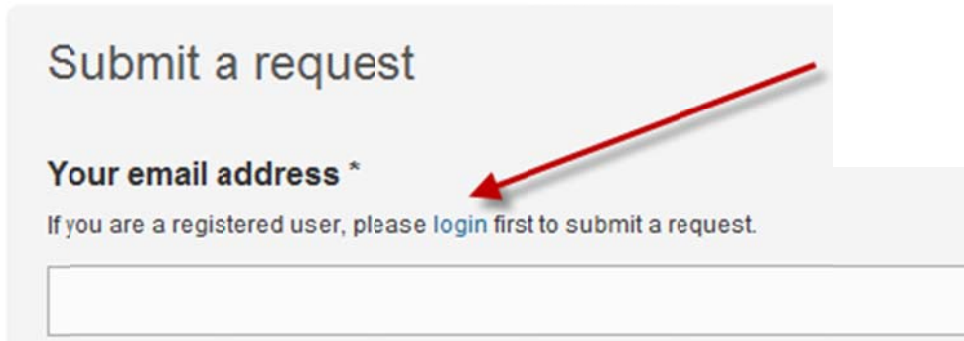


# Submitting a Support Ticket to the Help Desk

Support tickets get created in a few different ways:

- The best way is to go to the SCOE website, and click on “For Staff...Technology Support Links...”>Submit a Help Desk Ticket”

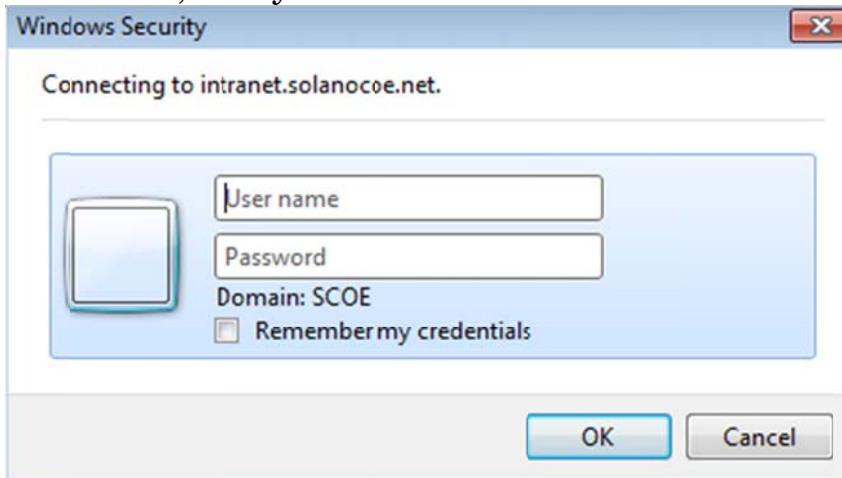


Submit a request

Your email address \*

If you are a registered user, please [login](#) first to submit a request.

- As of September 25, 2010, we have “pre-registered” everyone who has a SCOE e-mail, so they don’t need to enter an e-mail address or any of the other stuff on the page (that’s for brand new users in the future), just click on the blue “login” link and move to the next step.
- Type in your Windows or E-mail Username and password, and you are in! If you have a login problem, try typing “SCOE\” before your username, like you do for Outlook Web Access.



Windows Security

Connecting to intranet.solanocoe.net.

User name

Password

Domain: SCOE

Remember my credentials

OK Cancel

- You can also go directly to <http://helpdesk.solanocoe.net> to check the status of a ticket or submit a new one.
- If you call us or just send us an e-mail, we can also submit a ticket on your behalf, and you will continue to get updates even though we created the ticket. We prefer that you create your own support tickets, but we still have plenty of options.