

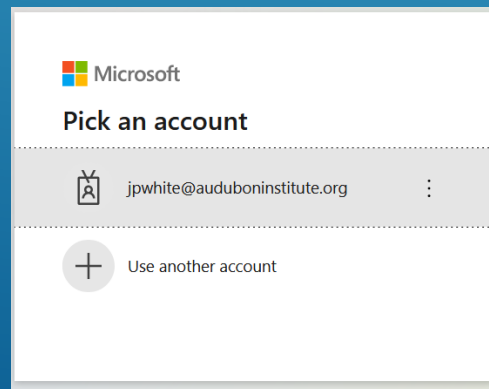
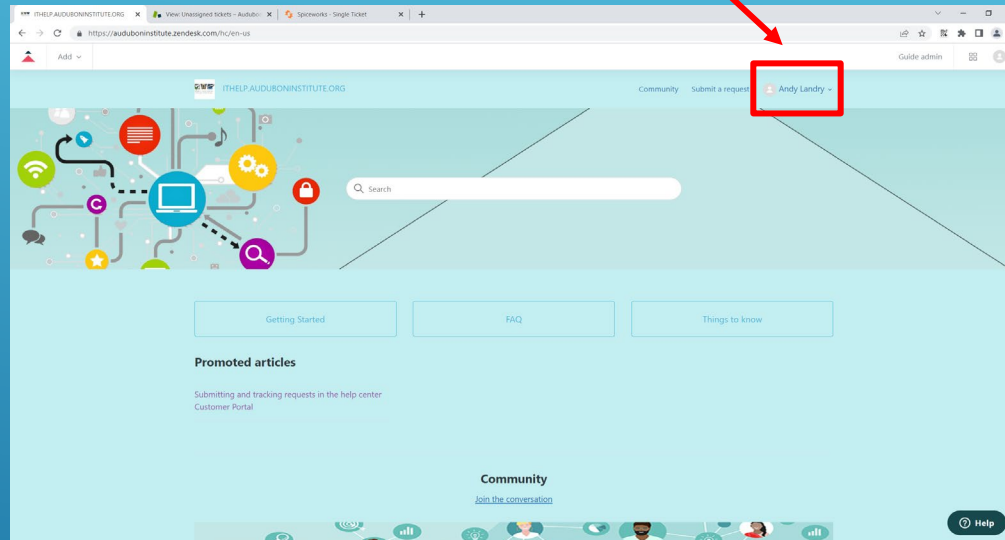
NEW I.T. HELPDESK PLATFORM

ZENDESK

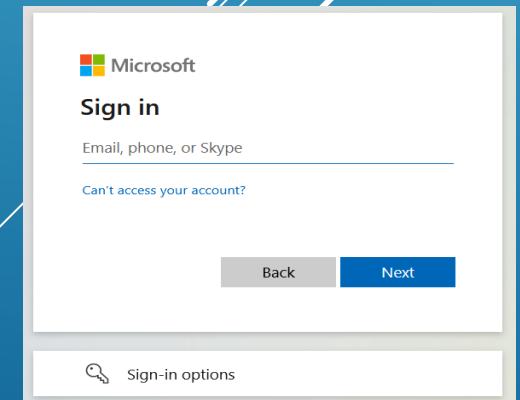
# ACCESS TO ZENDESK

Once logged into your computer go to <http://ithelp.auduboninstitute.org/>.

If you are already logged in to Office 365 then the system should pass those credentials and automatically log you in.



If not, you should get prompted to log in. Since we are using single sign on, you will temporarily get redirected to Microsoft's login page. It will either look like the left or right image depending on your login status.



# SUBMITTING A HELPDESK REQUEST

Once you are logged in click on "submit a request"

The screenshot shows a web browser window with the URL <https://auduboninstitute.zendesk.com/hc/en-us>. The page header includes the site name "ITHELP.AUDUBONINSTITUTE.ORG", a "Community" link, a "Submit a request" button (highlighted with a red box and a red arrow), and a user profile for "Andy Landry". Below the header is a search bar and three navigation buttons: "Getting Started", "FAQ", and "Things to know". The main content area features a "Promoted articles" section with the title "Submitting and tracking requests in the help center Customer Portal". At the bottom, there is a "Community" section with a "Join the conversation" link and a "Help" button in the footer.

1. Enter a subject and description of the problem. As you enter a subject, a list of suggested articles in the knowledge base appears. You can click one of the articles instead of submitting the request. Encouraging end users to look for answers in the knowledge base can deflect tickets.

2. There are several fields that are required to submit the ticket. A computer name, phone number, as well as a few others. You will get a warning if you miss something. Don't worry, If you don't know the answer to something you can fill in anything. IDK would be an acceptable answer. However, any information you can give us will help us better help you.

3. You may also add attachments up to 7 MB in file size. This might be useful for taking screen shots of something like an unknown or suspect email.

4. After you have entered all information and are satisfied, please click submit

ITHELP.AUDUBONINSTITUTE.ORG

Community Submit a request Jerry White

ITHELP.AUDUBONINSTITUTE.ORG > Submit a request

Search

### Submit a request

Subject  
submit a request

Suggested articles  
Submitting and tracking requests in the help center Customer Portal

Description

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Category  
-

Department

Facility  
-

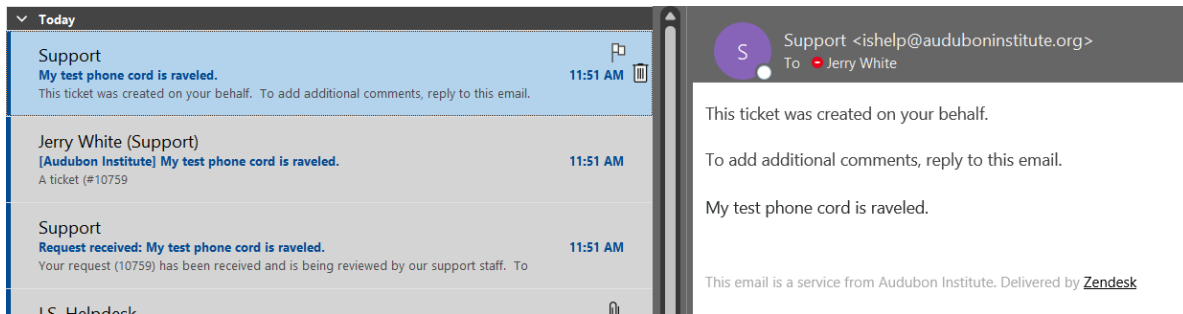
Phone Number

Computer Name

Attachments (optional)  
Add file or drop files here

Submit

Help



- Once you click submit you should receive an email like below. If there is an article supporting this issue, you will receive an email with suggestions that could possibly help you resolve this yourself. For instance, requesting a password reset will send you a suggestion to click on a link that will help you reset your own password or even unlock your account.



- ▶ You may also send an email to [ISHHELP@auduboninstitute.org](mailto:ISHHELP@auduboninstitute.org) which will then generate a ticket. The process will be handled in the same manner after submitting the email. You'll receive an email back with a ticket number and the same suggestions to articles that are relevant to your ticket.



