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## Help Desk (2016 version)

### STAFFED HOURS:

Mon-Thurs 7:30AM-6:30PM, Fri 7:30AM-4:30PM  
(closed college holidays)

PH: 760-795-6850

CHAT LIVE WITH A HELPDASK TECHNICIAN

Once your help desk request is created, it is sent from the Portal to ServicePRO. Please check [ServicePRO](#) for updates on all your help desk requests!

### Workday Requests - submit Workday requests or issues in various categories via the Workday Help Desk



#### Workday Help Desk

Benefits, Financials, HR, Payroll, Purchasing, and more! (type "[miracosta.edu/wdhelp](#)" in your browser's address bar)

### Service Requests- basic requests for repairs, troubleshooting, reservations, or configurations



#### Facilities

Bldg. Maintenance, Custodial, & Grounds (No New Construction)



#### Hardware and Software

Computer, software, printer, scanner, etc.



#### Keys and Alarm Codes

Request Keys and Alarm Codes



#### Media Equipment

Check-out or repair cameras, laptops, microphones, etc.



#### PeopleSoft

Student admin (SURF)



#### User Accounts

Email, network/WiFi access, passwords, 2FA, telephones, etc.



#### Vehicles

Vehicle Reservations or Repairs needed



#### Web Systems

Canvas, Zoom, 25live, iLINX, MiraCosta Safe, Portal, VMware, etc.



#### NEW Zoom Account Request

Click to self-provision your MiraCosta Zoom account

### Employee Change Requests / All Moves-Relocations - account requests for new employees,

changes to current employees or to process an exiting employee:

[Compliance Statement](#)



#### Employee Change Request / All Moves-Relocations

New or leaving employee; accounts; changes for current employee; all moves-relocations



#### Event Setup

Tables, chairs, audio, video, etc.

### Project Requests - requests requiring greater detail, resources, and coordination



#### COVID-19 Equipment Requests

Request equipment to enable remote work from home



#### PPE Supplies Requests

Request Personal Protective Equipment (PPE) supplies



#### Facilities Work Order

Minor improvements requiring budget approval

### How-To Documents



Name

Modified

Modified By



Vehicle Check Out Log

...

About an hour ago

Carrie Everts