



# Help Desk

Help Desk

SharePoint Portal Help & Training

## Help Desk (2016 version)

### STAFFED HOURS:

Monday - Friday 7:30AM-4:30PM

(closed college holidays)

760.795.6850

CHAT LIVE WITH A HELPDESK 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 and Utility Carts

Vehicle/Utility Cart Reservations or Repairs needed



#### Web Systems

Canvas, Zoom, 25live, iLIX, 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](#)

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



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

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



#### PPE Supplies Requests

Request Personal Protective Equipment (PPE) supplies



#### Event Setup

Tables, chairs, audio, video, etc.



#### Facilities Work Order

Minor improvements requiring budget approval