How to Contact the IT Helpdesk

There are several different methods of contacting IT.   Each method has specific criteria to help serve you better. This document outlines the 3 methods of contact IT and in what circumstance to use each of these methods.

Method 1: By Phone If your issue is time sensitive and /or urgent:

You can reach the IT Helpdesk by calling (250) 784-7566. For Staff, you can also reach the Helpdesk just by dialing the extension 7566.

If the urgency is addressed and this becomes a "regular" request, you may be asked to fill out a work order to have the work assigned for follow up or just for tracking purposes.

Method 2: By Email - If you have a question or inquiry:

Send an email to helpdesk@nlc.bc.ca with some information as to what your problem is, this is the preferred method for simple questions and inquiries. Sending an email will not initiate work order creation. You may be asked to fill out a work order if there are additional actions required as a result of your inquiry.

Method 3: Submit a Work Order- If you require assistance or have a specific issue:

This method is used for when there is a request for work that is required to be done or reporting of a non urgent technical issue. Please include a **detailed** description with the specifics of the issue you experiencing. If information is missing this can impact time to complete your work order.

Upon completion of your work order submission, the Work Order application will automatically send you a work order confirmation with a unique work order number. You will also receive an email with confirmation that your work order has been   completed, and closed.

How to Submit a Work Order

Work Orders are created using the Maintenance Connection Application. To reach the Maintenance Connection interface, select the icon on the desktop, called "Work Order Site". Alternatively, the website can be reached by going to http://helpdesk.nlc.bc.ca/ in your web browser.

From here, enter your AD login credentials, which are used to log into all NLC computers as well as your email. You will be brought to the Service Requester screen, which has locations to fill in your name, email, phone number, as well as a target date for when the work should be started.

Northern Lights College - Work Order Request Form

Please fill out the form below. When you are finished, click the **Submit** button below (you may need to scroll the page down with your mouse). Click on a field name for more information.

Name:	IT Helpdesk
Email:	helpdesk@nlc.bc.ca
Phone:	250-784-7566
Account:	Select...
Needed By:	Friday 5/15/2015 (Required)

Do not worry about the Account selection, it is unused. The needed by is set to default to 2 days but is subject to change based on the nature of the issue.
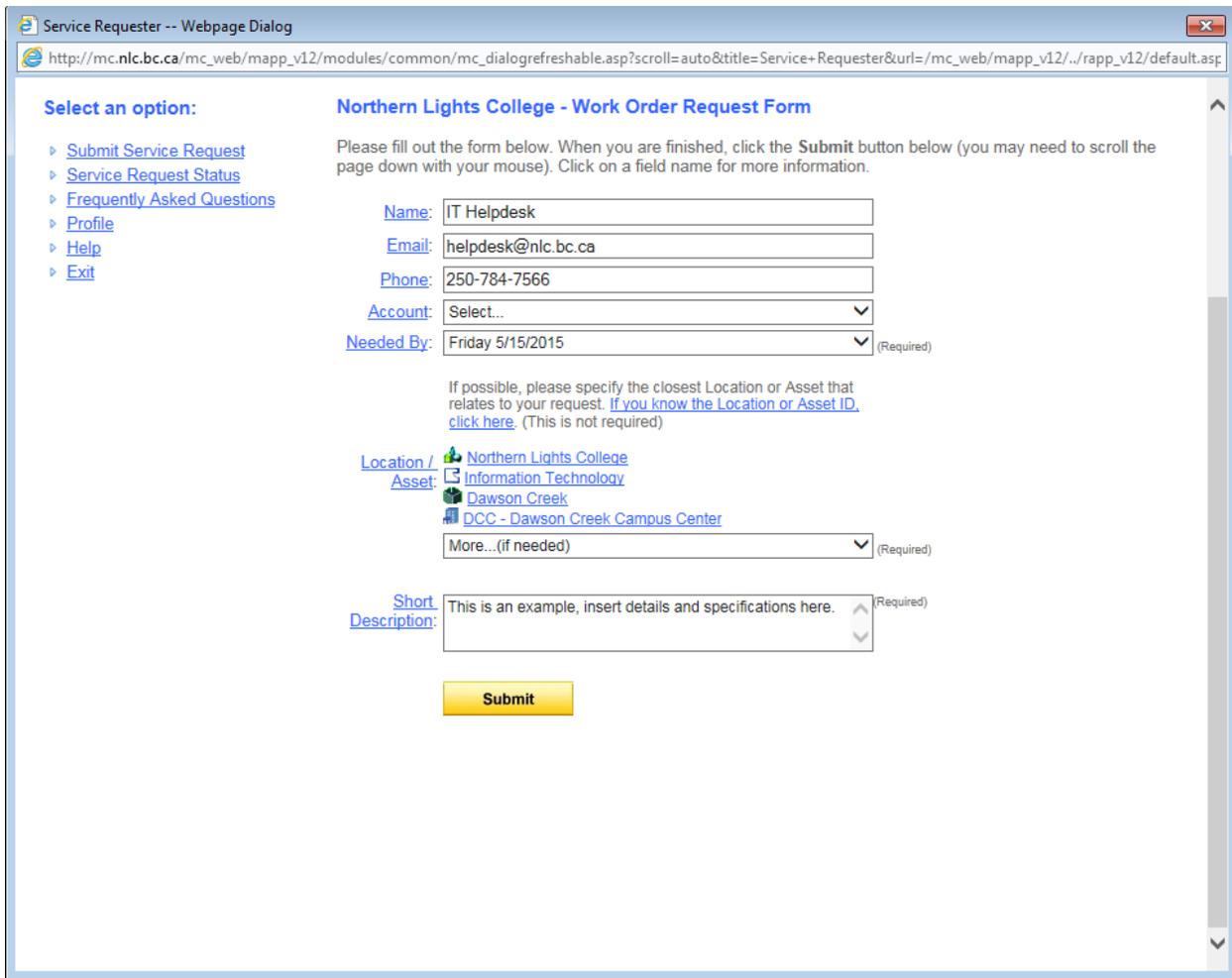
The Location/Asset dropdown menu allows you to specify your location. Double check that **Information Technology** is selected, if you see Facilities listed directly below Northern Lights College, click on Facilities, then use the dropdown menu to select **Information Technology**, and any further specifications of location as desired.

Feedback

If you would like to provide feedback or have any concerns with the quality of the response in the work order, please email your concerns along with the Work Order Number to   Peter Armstrong, Director of Information Technology: parmstrong@nlc.bc.ca