- Locate the HelpDesk icon on your Windows desktop
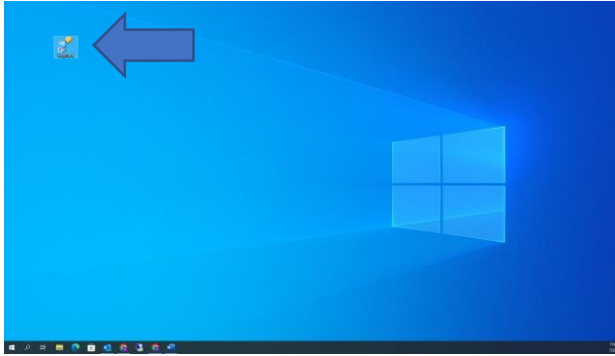
- Click on HelpDesk
  - The following screen should appear

- Fill out the following sections
  - Contact email
  - Summary – *a few key words that describes the issue*
  - Description – *detailed description of the issue*
  - Category – *Please select the best option so the request goes to the correct department*.
    - Computer Hardware (Desktop, Laptop, Monitor)
    - Computer Software
    - Email/Student Webmail
    - Google Classroom
    - JICS/Jenzabar
    - Network/Wi-Fi
    - Printer/Scanner
    - Username/Password

- Continue filling out the following sections

When filling out the Phone Number, select Canada as it is the same country code as the USA

- Continue with the 10 digit phone number you want to be reached at
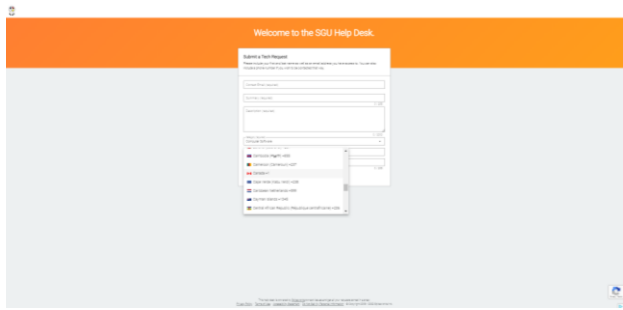
- Fill out your First and Last Name

Click Submit to submit your request into the system