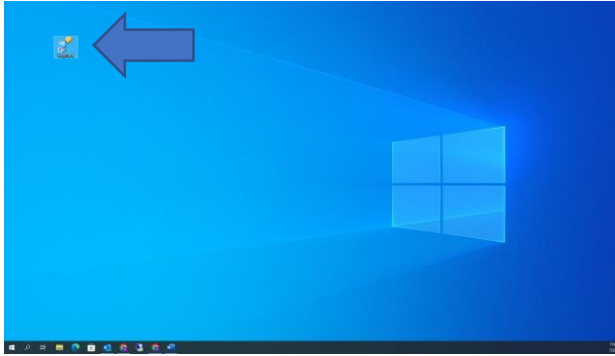


SGU Help Desk Tech Request *Windows desktop instructions*

- Locate the HelpDesk icon on your Windows desktop



- Click on [HelpDesk](#)
 - The following screen should appear

Welcome to the SGU Help Desk

Submit a Tech Request

First Name (required)

Last Name (required)

Work Email (required)

Phone Number (optional)

Address (optional)

City (optional)

State (optional)

Zip (optional)

Submit

- 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](#)

Welcome to the SGU Help Desk

Submit a Tech Request

First Name (required)

Last Name (required)

Work Email (required)

Phone Number (optional)

Address (optional)

City (optional)

State (optional)

Zip (optional)

Category (required)

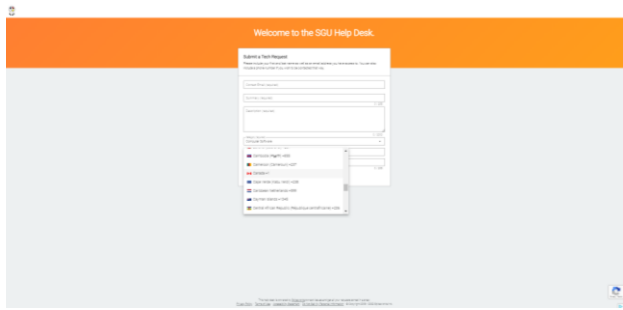
Submit

SGU Help Desk Tech Request
Windows desktop instructions

- 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