Step-by-Step Guide in Using Online ETC Helpdesk

Online ETC Helpdesk caters all requests with technical issues/concerns with your computer and its peripherals, network connection, login accounts, viruses, software installation, hardware problems, computer laboratory requests including installation and copying of files and others.
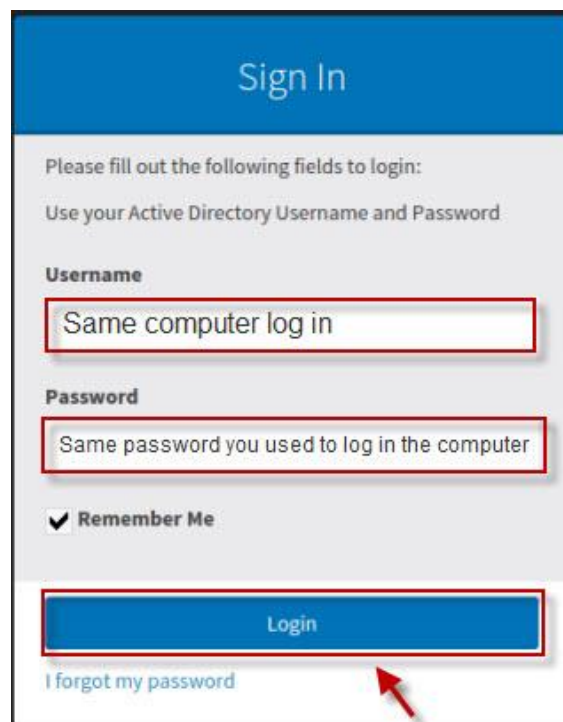
With the use of the Online Helpdesk, there is no need for you to go personally to Workshop to request for technical assistance. You can request it from your desktop and a technician will come and assist you.
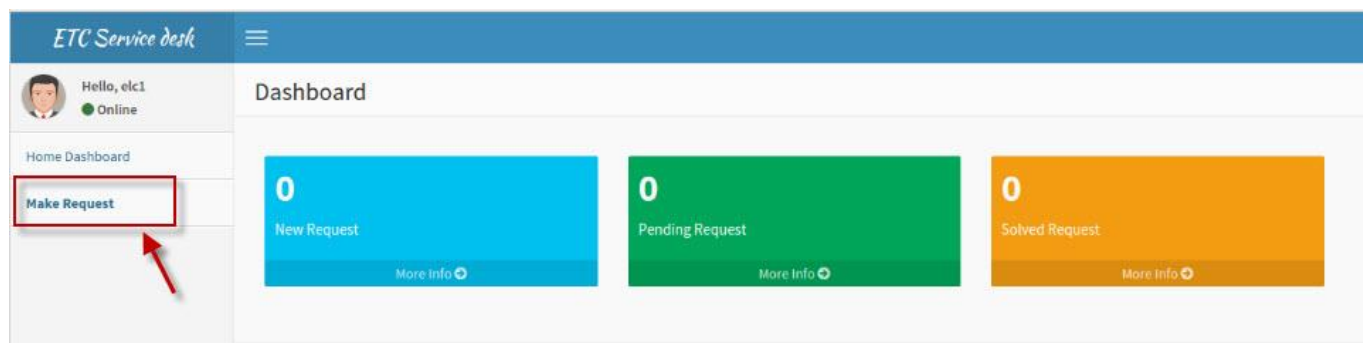
Here's How:

1. Click the icon in the front page of our College website
   or go to **http://apps.shct.edu.om/helpdesk/web**.

2. You will be prompted with the Login page as shown in the picture below.
   Should you have problems logging in, please send us e-mail to **support@shct.edu.om**

3. Click Make a Request as shown in the image below.

4. Fill up the Form.
- You are required to fill up the **Title** of your request, check **area of concern**, and enter your **contact number**.
- In the **area of concern**, if the problem is not among the check-boxes provided, please check **others.** Then, specify your concern in the **text-box** provided below.
- You may right additional details of your concern in the **description** area of the form
- If the request is to be done outside of your office, please specify the **location and room number** of the place where you need the technical support.
- Lastly, click the **make request** button.
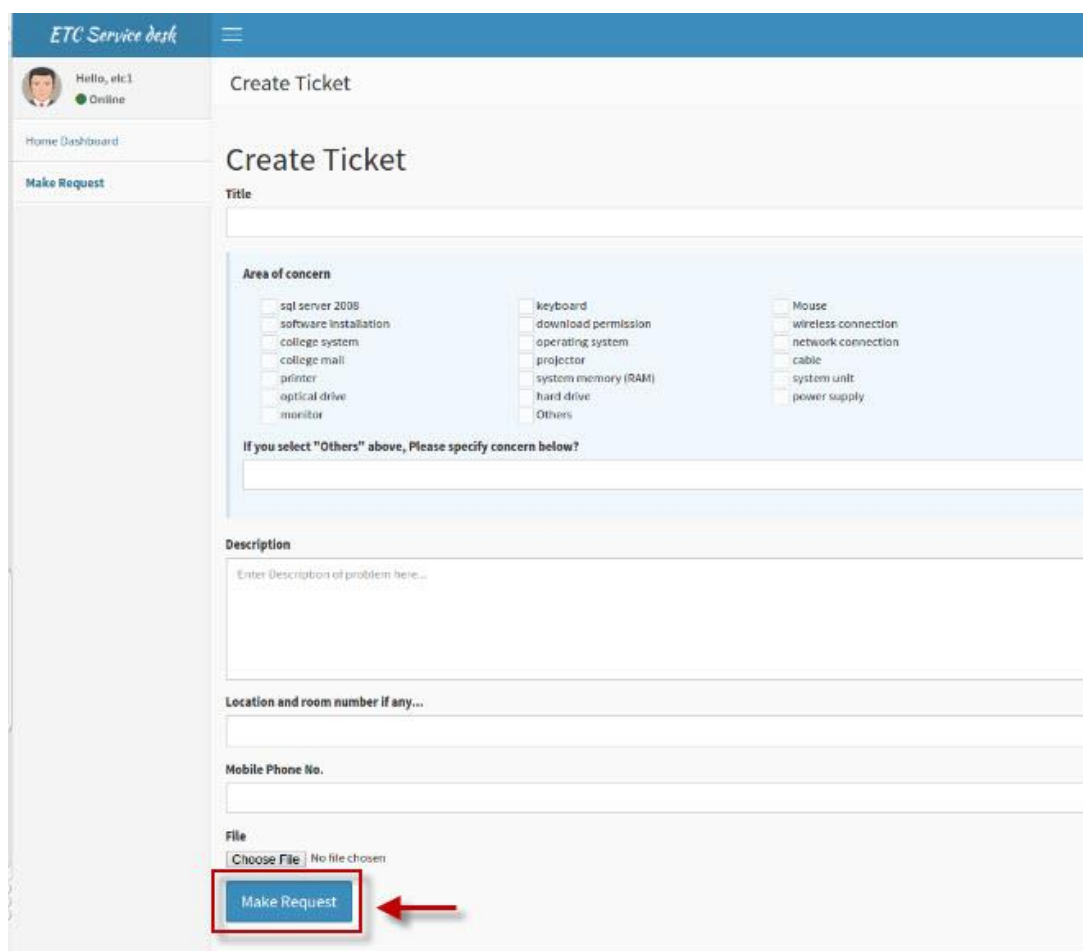
5. After the request has been made, you will see the number of request you made in the **New Request Icon (blue icon).** Email will be automatically sent to you as confirmation that the request is submitted to ETC.

- If a request has been already acknowledged by a technician, you will see it in the **Pending Request icon (green)**
- After the request has been done, the technician will close the ticket and an email will be automatically sent to you that the request is completed and you can view and find it in the **Solve Request icon (orange).**

All the 3 (three) icons in the dashboard has link below (**More info**)

- If you click this link, it will show you a table of your request, in the table it is shown each row as a link also which is color blue, so you can click on each returned result as well to view more details of the request made.

Detailed Page:

- Detailed page has all the information about the request you made.
- It will show you the **ticket number** assigned to your request, you can use this ticket number for **inquiries/follow-up** about your request.
- You will see the technician assigned to the request you made.
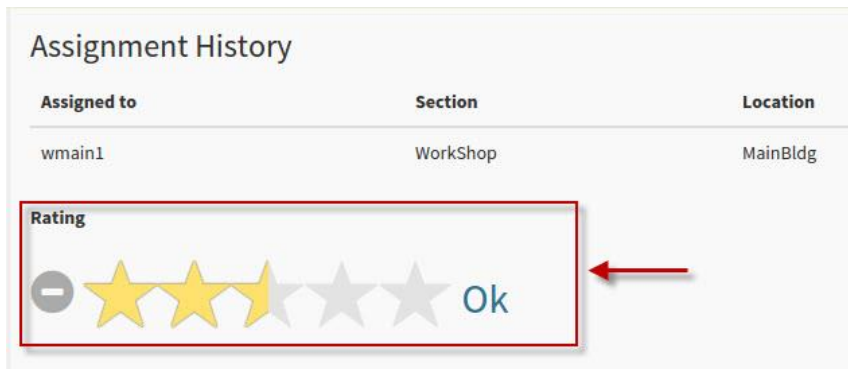- You can also view the status message posted by the technician if ever they put your request on hold for certain reason.

6. You can also rate the service rendered by the technician. From the detailed page, please scroll down to see.

- Rate is composed of 5 (five) stars, one is the lowest and five is the highest from left to right
- To rate, click on the stars that correspond to the service rendered by the technician
- You can only rate once, update and edit are not provided.

Your feedback/suggestions for our services will be greatly appreciated. This will be used to improve our services better.

Should you have further inquiries, please send an e-mail to support@shct.edu.om.