Welcome to the Huntingdon College Help Desk system. We would like to take a few moments to show you around the new system and give you some tips on how to use some of the new features that this system provides.

What we are excited about, and what we are going to discuss in this document, is the way to contact the Help Desk online: helpdesk.huntingdon.edu

When you go to that website you will see the following:

To log in, just use your complete Huntingdon College email address that ends in @hawks.huntingdon.edu (@huntingdon.edu will not work). Try the password you normally use to access Huntingdon services (your account will lock after 7 failed attempts).

If your password does not work, just click on the “Forgot Password” button. On the next screen that loads, enter your Huntingdon College email address and click “Submit”. A new password will be emailed to you. Do not worry, you can change this password to anything you would like later and we will go over that in this document. This only resets your password for this new Help Desk website; none of your other Huntingdon passwords will be affected.

If you try to log in and receive an “account does not exist” or “account is deactivated” message, please call or email the Help Desk so that we can look into the problem. For now, only Huntingdon College faculty and staff can use this new system.

On the next page of this document we will explain how to submit a request.
Once you log in, this will be the first page you see and it will be the page you will probably use the most.

This is the Help Request page. All fields are required when submitting a request. You start by choosing the request type, in other words, the problem or issue you are having. Depending on the request type you chose, additional drop down boxes may appear to help select a more specific problem. Additional instructions may also appear to further help you complete the request.

Next, you must enter any additional details or information in the Request Detail area that may be helpful for the technicians. Then you must choose the Location and room where the request or problem is located.

You may enter only one request type per ticket. For instance, if request type entered is "A/C / Heat", the request detail entered is "the air conditioner in my room is not working and I have forgotten my password for my Huntingdon email account"; only the A/C / Heat issue will be addressed by a technician. The other request will not be addressed.

When you are finished, click the “Save” button to submit your request. For most request types, your ticket will be immediately routed to the appropriate technicians. You will receive an email confirming the creation of your ticket which will include the actual ticket number. You will receive an email any time a technician updates or adds a note to the ticket. You will be notified when your ticket has been resolved or closed. This email may also provide a link for you to confirm that the request has been resolved.

On the next page, we will explain the “Profile” page which is where you can change your password.
If you notice, just under “Huntingdon College Help Desk”, there are other pages that you can visit.

This is the “Profile” page. You cannot change much on this page but, please let us know if any of the information is incorrect. You can add a phone number but it is not required.

The last two boxes are the most important; this is where you can change your password. Just enter any password you would like to use into both boxes and then click the “Save” button.

The other pages that you can visit are History, FAQs and Messages. History will show you all of your current and past tickets and the status of those tickets. FAQs page is for frequently asked questions. As we add items to that section, it may provide answers to some of the more common request and may help you solved some request without the need to submit a ticket. The Messages page is for messages sent through this system but may not be attached to a specific ticket or request.

To log out, simply click on the plug icon in the upper right hand corner.

This new system will help improve communication between you and the technicians. It will also keep you more informed and up to date on the progress of each of your request.

As with any new system, there will be some issues to work out, so please contact the Help Desk with any questions or concerns. Thank you for your time and we hope you enjoy the new Huntingdon College Help Desk.