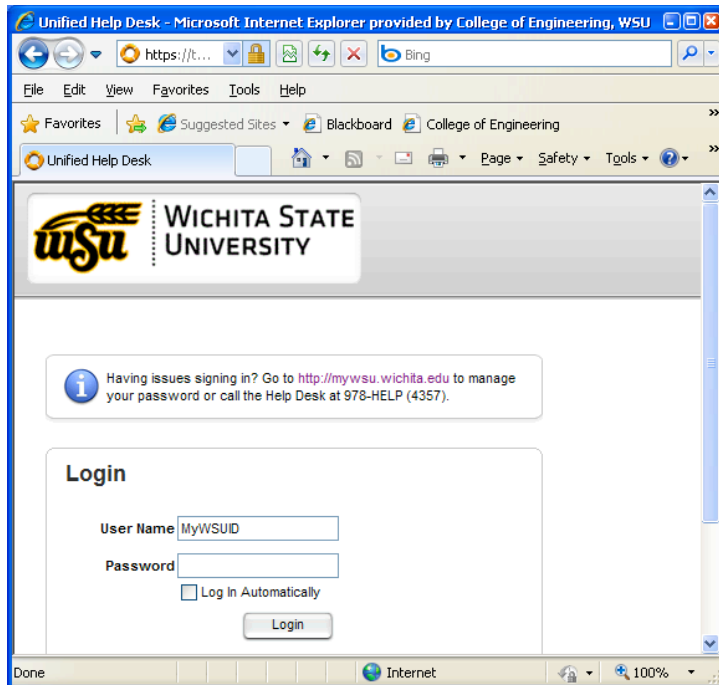


The ticketing system is found at: <https://techhelp.wichita.edu>

Please use your WSU ID to login.

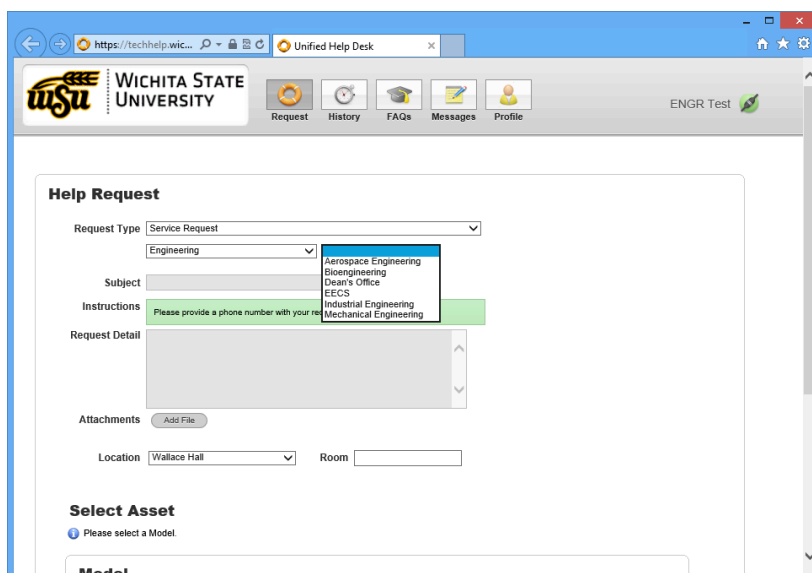


The screenshot shows the 'Unified Help Desk - Microsoft Internet Explorer provided by College of Engineering, WSU' window. The address bar shows 'https://t...'. The page features the Wichita State University logo and a login form. A message box states: 'Having issues signing in? Go to <http://mywsu.wichita.edu> to manage your password or call the Help Desk at 978-HELP (4357)'. The login form includes fields for 'User Name' (containing 'MyWSUID') and 'Password', a 'Log In Automatically' checkbox, and a 'Login' button. The status bar at the bottom shows 'Done' and 'Internet'.

Once you have logged in, you should see this following window.

For the “Request Type”, please select “Service Request”.

The window will change showing you another drop down box. Choose “Engineering”. This will bring a sub-menu for which department you are in within the College of Engineering. Choose your department.



The screenshot shows the 'Unified Help Desk' interface after login. The 'Request Type' dropdown is set to 'Service Request'. Below it, the 'Engineering' dropdown is open, showing a list of departments: Aerospace Engineering, Bioengineering, Dean's Office, EECS, Industrial Engineering, and Mechanical Engineering. The 'Subject' field is empty. The 'Instructions' field contains the text 'Please provide a phone number with your request'. The 'Request Detail' field is a large text area. The 'Attachments' section has an 'Add File' button. The 'Location' dropdown is set to 'Wallace Hall' and the 'Room' field is empty. The 'Select Asset' section has a message 'Please select a Model' and a 'Model' dropdown menu.

Please provide us with the “Subject” matter, “Request Details”, “Location” and with the “Room” number. If you have a file to attach, you can do that also.

IGNORE the “Select Asset” and select “Save”

The screenshot shows a web browser window displaying the 'Help Request' form on the Wichita State University Helpdesk. The browser's address bar shows the URL: <https://techhelp.wichita.edu/helpdesk/WebObjects/Helpdesk.wsoa/wo/0.11.1.1.9.7.4.1>. The page header includes the Wichita State University logo and navigation links: Request, History, FAQs, Messages, and Profile. The 'Help Request' form contains the following fields:

- Request Type:** A dropdown menu with 'Service Request' selected.
- Engineering:** A dropdown menu with 'Engineering' selected.
- Dean's Office:** A dropdown menu with 'Dean's Office' selected.
- Subject:** A text input field containing 'Matlab'.
- Request Detail:** A text area containing 'Please install Matlab on my computer WH-320-6098'.
- Attachments:** A button labeled 'Add File'.
- Location:** A dropdown menu with 'Wallace Hall' selected.
- Room:** A text input field containing '320'.
- Select Asset:** A section with the instruction 'Please select a Model.' and a large empty text area.
- Model:** A dropdown menu with 'Type' selected.
- Model:** A dropdown menu with 'Not Applicable / Found' selected.

At the bottom right of the form, there are two buttons: 'Cancel' and 'Save'.