

Using Help Desk Online

Help Desk Online is the new help request system used by DMTS. With it, you can ask for assistance with technology and track the status of your support request. Also, you will be emailed with updates as your request is worked on.

Creating a new request

To create a new request, go to [Help Desk Online](#) on our website (a link to Help Desk Online can also be found on the Staff Resources web page). Log in using your regular network username and password. If you have not logged in to Help Desk Online previously, then you will automatically get sent to the page for creating a new request. Otherwise, click on “Enter a New Request”, found on the right side of the screen just below the search options. Enter the requested information about your technology issue and click “Submit Request”. You will be notified that your request has been submitted with a message near the top of the page.

Checking the status of a request

To check the status of one of your tickets, go to [Help Desk Online](#) and log in. Once you have logged in, you will see a screen with several search options and some of your requests should already be listed. If you don't see the request you are looking for, try using one of the Pre-set Searches to find what you're looking for. After choosing the pre-set search and clicking the “Run Pre-set Search” button, you can further customize your search using the options at the top of the page.

Search hints

- If you try searching for a request and receive the “No results were returned for the criteria you selected.” message, you may be entering too many search criteria. Try clicking the “Reset” button and choosing fewer criteria.
- If your Pre-set Search returns too many requests, you can specify additional search criteria to narrow down the results.
- If you want to specify a date in your search, we recommend using the MM/DD/YY date format.