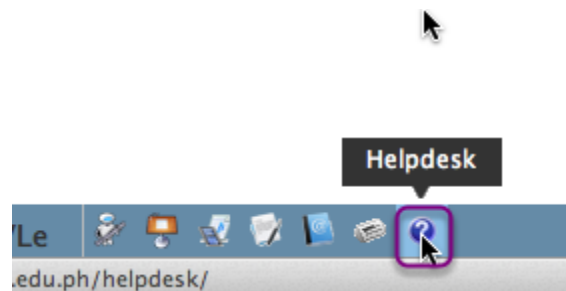


## How to use Helpdesk

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This details the use of Helpdesk

### Step 1: Open Helpdesk



The Helpdesk is located at the bottom left of your page. Click on the question mark icon.

### Step 2: Creating a new ticket

your reference we provide complete archives &  
address is required.



#### Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please use the form to the right.

Open New Ticket

To create a new ticket click on Open New Ticket

### Step 3: Fill-in all required boxes

The screenshot shows the 'DILC HELPDESK' 'New Ticket' form. At the top, a purple box highlights the instructions: 'Please fill in the form below to open a new ticket. Include your username and course title and if possible topic number and activity name.' Below this are input fields for 'Full Name:', 'Email Address:', and 'Telephone:' (with an 'Ext' field). The 'Help Topic:' dropdown menu is open, showing options: 'Select One', 'Others', 'OVLe Support' (highlighted with a purple arrow), 'Password', and 'UVLe Support'. The 'Subject:' field is empty. The 'Message:' field is a large text area. Below these are 'Priority:' (set to 'Normal'), 'Attachment:' (with a 'Choose...' button circled in purple), and 'Captcha Text:' (showing 'F45CB' with a purple arrow pointing to the input field). At the bottom, the 'Submit Ticket' button is circled in purple. The 'Home' and 'New Ticket' links are in the top right navigation bar.

Fill-in all the boxes. Take note of the message at the top. Under Help Topic, select OVLe Support. You can attach screenshots of your inquiry, select Choose and locate your file. Don't forget to enter the Captcha before you select Submit Ticket