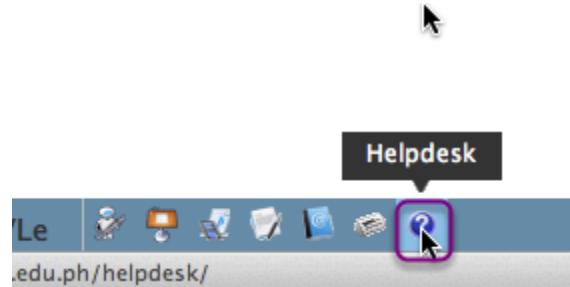


How to use Helpdesk

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 a
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

DILC HELPDESK

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.

Full Name: *

Email Address: *

Telephone: Ext

Help Topic: *

Subject: *

Message:

Priority:

Attachment:

Captcha Text:
F45CB →

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