

WEST HARTFORD INFORMATION TECHNOLOGY (IT) HELPDESK INSTRUCTIONS

Instructions for Helpdesk Login & Request Submittal (First Time login instructions are in red):

1. Open the "IT Helpdesk" shortcut located on your computer's desktop, or [click here](#).
2. Enter your email address and password (**NEW: your initial password is: newuser**) Press "Sign In";
 - If you use "newuser", Helpdesk will prompt you to create a new password.
 - **HINT:** Click "Forgot Password" if you have previously established a password & it doesn't work.
 - **If you are a first time user, Click on the down arrow next to: "Never Submitted a Request? Register Here!" and fill out this form**
 - The account number should be filled in if you used the desktop shortcut. If it is not, copy and paste this number: **204023793** then fill in all other fields;
 - Press "Register";
3. Click on the "IT Request" tab at the top of the page;
4. **NEW USER: You MUST submit a Helpdesk ticket in order to save your user information.**
5. Most user information is filled in. Fill in the rest of the request form;
 - Check "Yes, remember ..." if you are usually in the same location/room/number.
 - **"Step 6", the submittal password is: ithelp**
 - Items with a check mark are required fields.
6. Press "Submit". You will receive an email letting you know your request is in queue.

Instructions in red are not necessary after your email is registered and your request is submitted.
