Highland Community College
IT Department Process

SUBMITTING AN IT WORK REQUEST

PROCESS DESCRIPTION

Submitting an IT work request
1. Contact the IT Department with your work request by calling (785) 442-6060 or by emailing helpdesk@highlandcc.edu.
   • For problems that are very time sensitive (for example, disrupting a class, or keeping the individual from being able to work), please call the IT department.
   • For all other problems or concerns, please submit an IT help request ticket by emailing us at helpdesk@highlandcc.edu. This will automatically create a ticket in our system. Use the subject line of the email to give a very brief description of the problem, and give a detailed description in the body of the email and include as much information as possible.
   • IF an IT team member has requested that the individual reaches out to them directly for the issue, please email them all the information for the request, and they will get back to you.

2. Once the request has been made, the IT department will resolve the issue as soon as possible. You will receive an automatic email once the help request ticket is closed and the issue is resolved, as well as communication throughout the process if needed.

3. If there is a problem or concern that reoccurs within 2 months of a previous ticket, please contact the technician who completed the request directly instead of opening an additional ticket.

Ask the IT team

If there are questions or concerns that require feedback or information from the IT department, please send a message to ITSupport@highlandcc.edu and a technician will get back to you as soon as possible. This IT department email is to be used when there is not a need for a work request, but a need for information from the IT team.