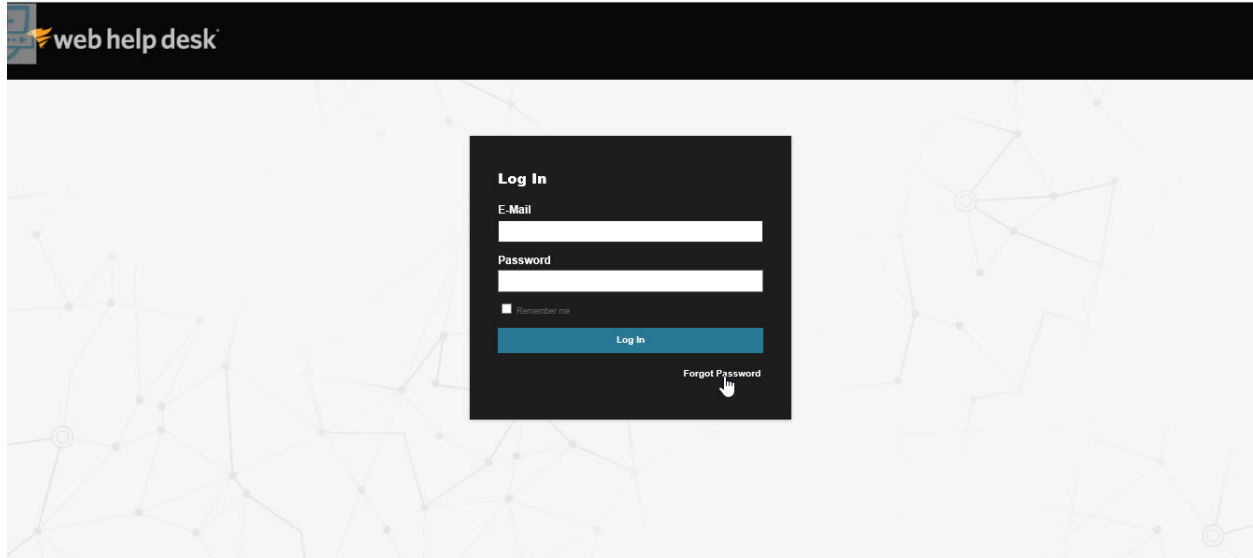


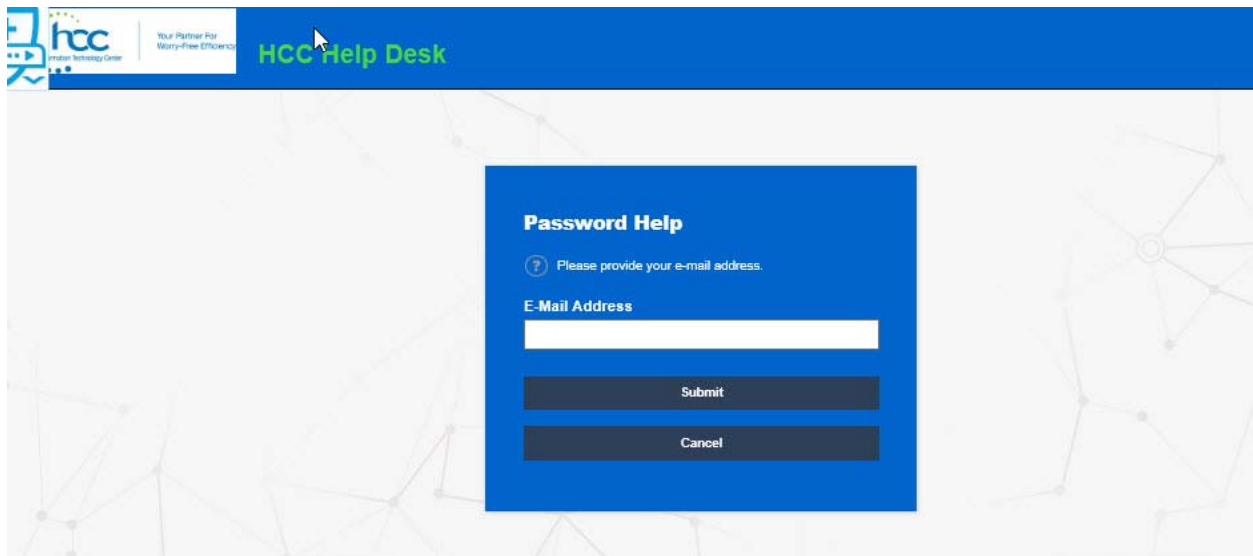
Customer Access – HCC Solar Winds Helpdesk

URL – <https://helpdesk.hccanet.org>

1. The **first time** you access the Solar Winds Helpdesk portal, you will be presented with a login screen. Select **“forgot password.”** (No need to fill in any of the other fields)



2. You will be presented with password help screen. Enter your email address and click on “submit.” **If you have a valid account in Solar Winds**, you will receive an email with a link to the new helpdesk. (If you do not receive an email, please contact your District Tech Support. An account will need to be requested for you.)



3. Click on the link in your notification email

HCC Help Desk Account Information ▶ Inbox x



HCC Helpdesk

to Susan ▾



Your Partner For
Worry-Free Efficiency

Dear Susan,

We received a request to reset the password for your HCC Help Desk account.

If you made this request, click the link below. If you did not make this request, do not click the link, and contact your account administrator.

<http://helpdesk.hccanet.org/helpdesk/components/passwordreset/?id=fe756ab2-5a02-4860-9239-474e6ce0386f>

← Reply

➔ Forward

4. Enter the password you want to use to log into the Helpdesk Portal page. Confirm the password and select “change password.”

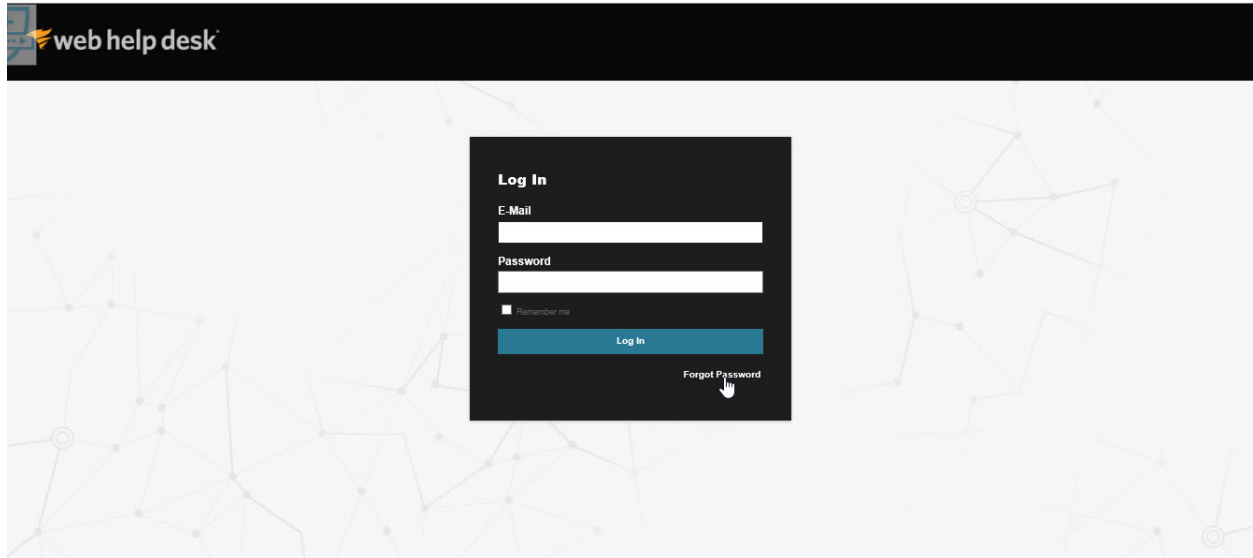
web help desk

Enter a new password.

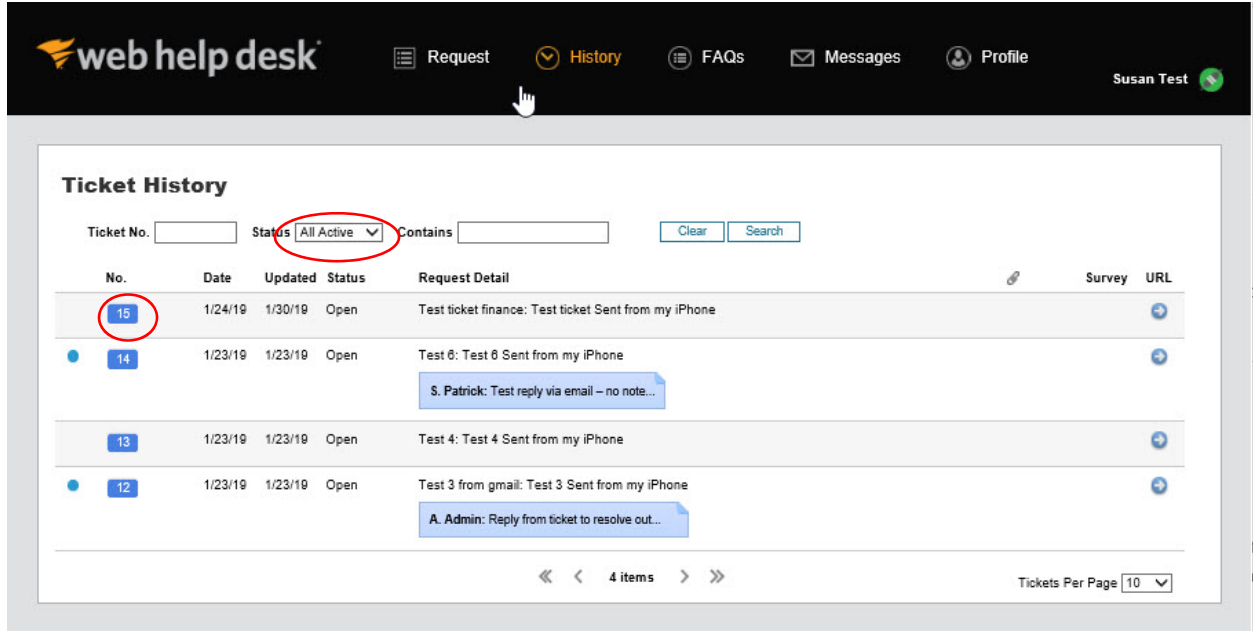
Confirm the new password.

CHANGE PASSWORD

5. You can then go back to <https://helpdesk.hccanet.org> and log in using your email address and your new password.



6. After you log in, you will see a list of any active tickets. You can view these tickets by status - "all active, open, closed, on hold, cancelled, escalated, waiting on customer." To view a ticket, click on the ticket number.



7. This is how ticket information is displayed. You can see the entries on the ticket in this window. To add a question or reply, click on “add note.”

web help desk Request History FAQs Messages Profile Susan Test

Ticket 14 [Cancel Ticket](#)

Report Date 1/23/19 2:23 pm
Status Open
Est. Due Date 1/28/19 9:53 am
Location Hamilton-Clermont Cooperative Association (0958869)
Request Type IT Services
Subject Test 6
Request Detail Test 6

Sent from my iPhone

Attachments [Add File](#)

Date	Name	Note Text
1/23/19 2:24 pm	Susan Patrick	Test reply via email – no notes. Susan Patrick IT Operations Manager HCC – Hamilton Clermont Cooperative 1007 Cottonwood Drive, Loveland, Ohio 45140 Phone -(513) 728-7913 eFax – (513) 728-7982 Mon-Thurs 7:00 a.m. – 4:45 p.m. www.hccitc.org < http://www.hccitc.org/ > From: HCC Helpdesk < internetsupport@hccanet.org > Sent: Wednesday, January 23, 2019 2:23 PM To: Susan Patrick < Susan@mail.hccanet.org > Subject: Ticket 14 Open -> Test 6: Test 6Sent from my iPhone 12 days ago # 14

[Add Note](#)

Carbon Copy (Cc:) Enabled

[Save](#) [Cancel](#)

8. In the “new note” text box, type in your reply or question. If you want to copy someone else on the ticket, you can add an email address – and enable that option. You can also upload a file if needed. Click on “save.” Your new “note” will appear in the history of the ticket.

Report Date 1/23/19 2:23 pm
Status Open
Est. Due Date 1/28/19 9:53 am
Location Hamilton-Clermont Cooperative Association (095869)
Request Type IT Services
Subject Test 6
Request Detail Test 6

Sent from my iPhone

Notes	Date	Name	Note Text
	1/23/19 2:24 pm	Susan Patrick	Test reply via email – no notes. Susan Patrick IT Operations Manager HCC – Hamilton Clermont Cooperative 1007 Cottonwood Drive, Loveland, Ohio 45140 Phone – (513) 728-7913 eFax – (513) 728-7982 Mon-Thurs 7:00 a.m. – 4:45 p.m. www.hccito.org < http://www.hccito.org/ > From: HCC Helpdesk < internetsupport@hccanet.org > Sent: Wednesday, January 23, 2019 2:23 PM To: Susan Patrick < Susan@mail.hccanet.org > Subject: Ticket 14 Open --> Test 6: Test 6Sent from my iPhone 12 days ago # 14

New Note

Attachments

Carbon Copy (Cc): Enabled

- To open a new ticket, click on the “request” menu. Select the “request type” from the dropdown list. Copy anyone you would like to copy on the ticket. That person is NOT required to have a helpdesk account. When you have completed the request detail, click on “save.”

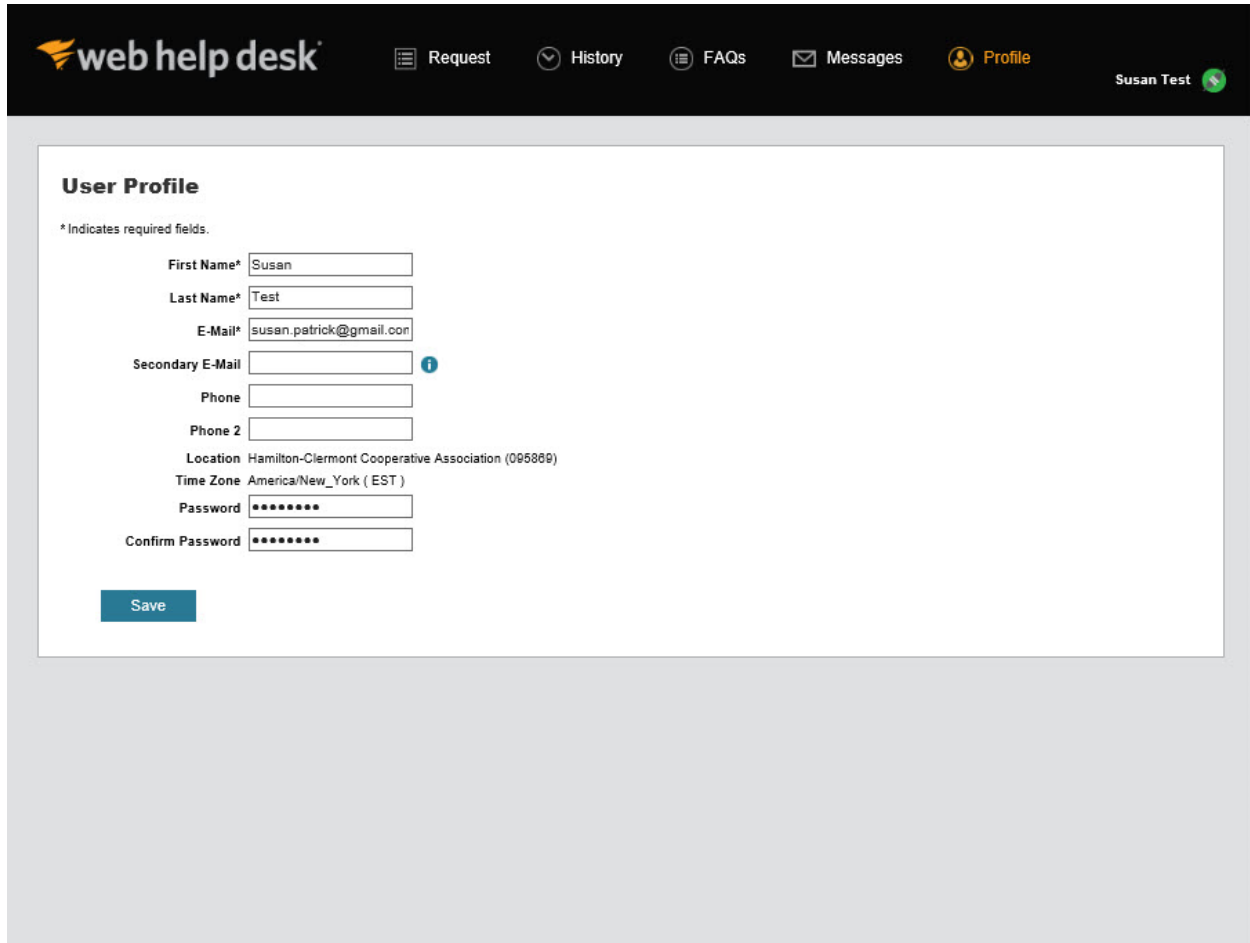
The screenshot shows the HCC Help Desk interface. At the top, there is a blue header with the HCC logo (Information Technology Center) and the slogan "Your Partner For Worry-Free Efficiency". The main title "HCC Help Desk" is displayed in green. Below the header is a navigation bar with tabs for "Request", "History", "FAQs", "Messages", and "Profile". The "Request" tab is active.

The main content area is titled "Help Request" and contains the following fields:

- Request Type:** A dropdown menu.
- Subject:** A text input field.
- Request Detail:** A large text area for describing the request.
- Carbon Copy (Cc:):** A text input field with an "Enabled" checkbox.
- Location:** A dropdown menu currently showing "Mercy Montessori Center (067447)".

At the bottom of the form are two buttons: "Save" and "Cancel". A mouse cursor is visible near the "Cancel" button.

10. If you would like to reset your password, select the “profile” menu. Enter the new password, and enter it again in the “confirm” text box – then save.



The screenshot shows a web help desk interface with a dark header. The header contains the logo 'web help desk' on the left and navigation links: 'Request', 'History', 'FAQs', 'Messages', and 'Profile' (highlighted in orange). The user's name 'Susan Test' is displayed on the right. The main content area is titled 'User Profile' and includes a note: '* Indicates required fields.' The form contains the following fields and values:

- First Name*: Susan
- Last Name*: Test
- E-Mail*: susen.patrick@gmail.com
- Secondary E-Mail: [empty] ⓘ
- Phone: [empty]
- Phone 2: [empty]
- Location: Hamilton-Clermont Cooperative Association (095866)
- Time Zone: America/New_York (EST)
- Password: [masked with dots]
- Confirm Password: [masked with dots]

A blue 'Save' button is located at the bottom left of the form area.

11. To log out of the helpdesk, click on the “connection” icon.

web help desk Request History FAQs Messages Profile Susan Test

User Profile

* Indicates required fields.

First Name* Susan

Last Name* Test

E-Mail* susan.patrick@gmail.com

Secondary E-Mail *i*

Phone

Phone 2

Location Hamilton-Clermont Cooperative Association (095889)

Time Zone America/New_York (EST)

Password

Confirm Password

Save