

How to log a Ticket to the NCAD IT HelpDesk (2 methods)

Log onto <https://triage.ncad.ie/>



Web Help Desk™

NCAD IT Helpdesk

Log In

User Name

Password

Log In

Username and password are the same as your WiFi and Print Server credentials.



Help Request

Request Type

Subject

Request Detail

Location

- Athens
- Audio Visual
- Backup
- Error Messages
- Exam results
- Guest Wifi
- Hardware
- HR
- IT General/Other
- LDAP
- Loans
- Network
- Paper Work
- Password Resets
- Phone/Voicemail
- Photocopiers
- Printer/Toner
- Quercus
- Quote - Hardware

- Select 'ICT requests Staff' as the request type for IT requests.
- Select the sub type that best describes your issue.
- For the subject, please give a brief one line of text that sums up the reason for your request
- Under request detail please give as much information possible about your ticket as you can.



Help Request

Request Type

Subject

Request Detail

Asset No: 10000897
HP 255 Laptop

The machine appears to connect but doesn't load any webpages.

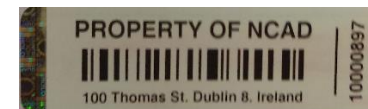
The laptop stopped connecting to the NCAD Network after i took it offsite
It gives the error "The PC cannot connect to Network NCAD due to irregular DNS settings"

Laptop will be sitting on my desk if i am not around.

Joe Bloggs

Location Room

- If your request relates to a Piece of NCAD equipment, please quote the Asset Sticker number



- Once you have filled out the request just click Save on the bottom right of the screen.



Web Help Desk™

NCAD IT Helpdesk

[Request](#)

[History](#)

[FAQs](#)

[Messages](#)

[Profile](#)

Joe Bloggs



Thank You!

Your ticket number is 756.

You can use the History button above to check the status of your ticket.

An email confirmation is on its way to bloggsj@staff.ncad.ie

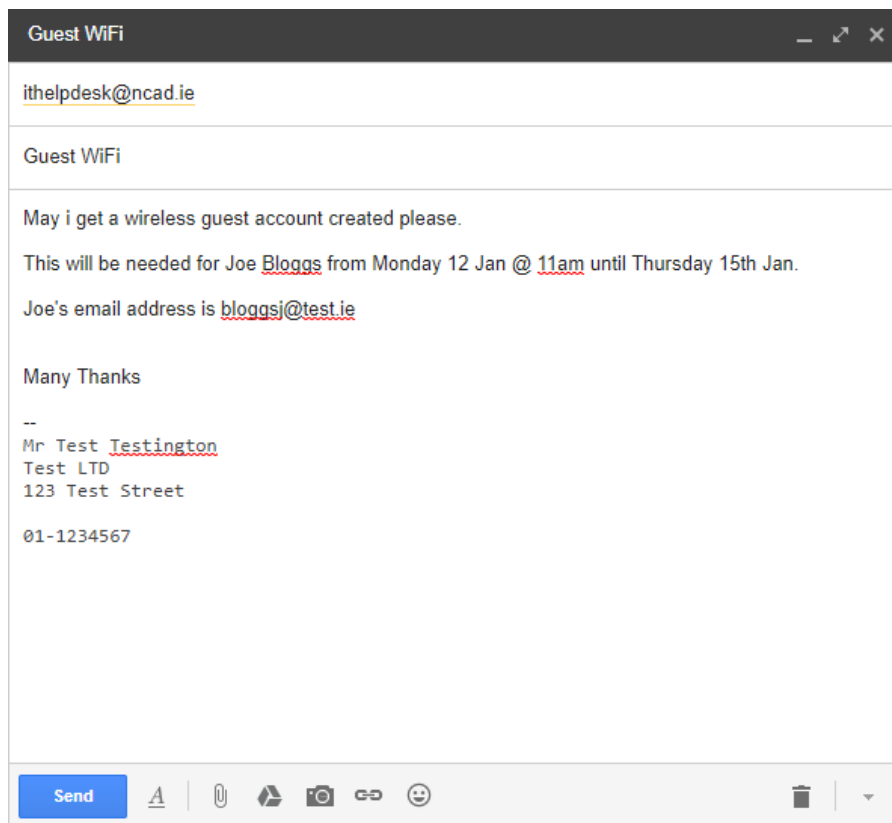
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Once you receive this message your Ticket has been logged and you will be sent an email confirmation.

You will receive any update on the ticket via Email so keep an eye on your inbox.

In the case that you are not on campus but need to log a ticket please use the second option of emailing the request, to ithelpdesk@ncad.ie

[How the email should look](#)



[The reply will look like below](#)

