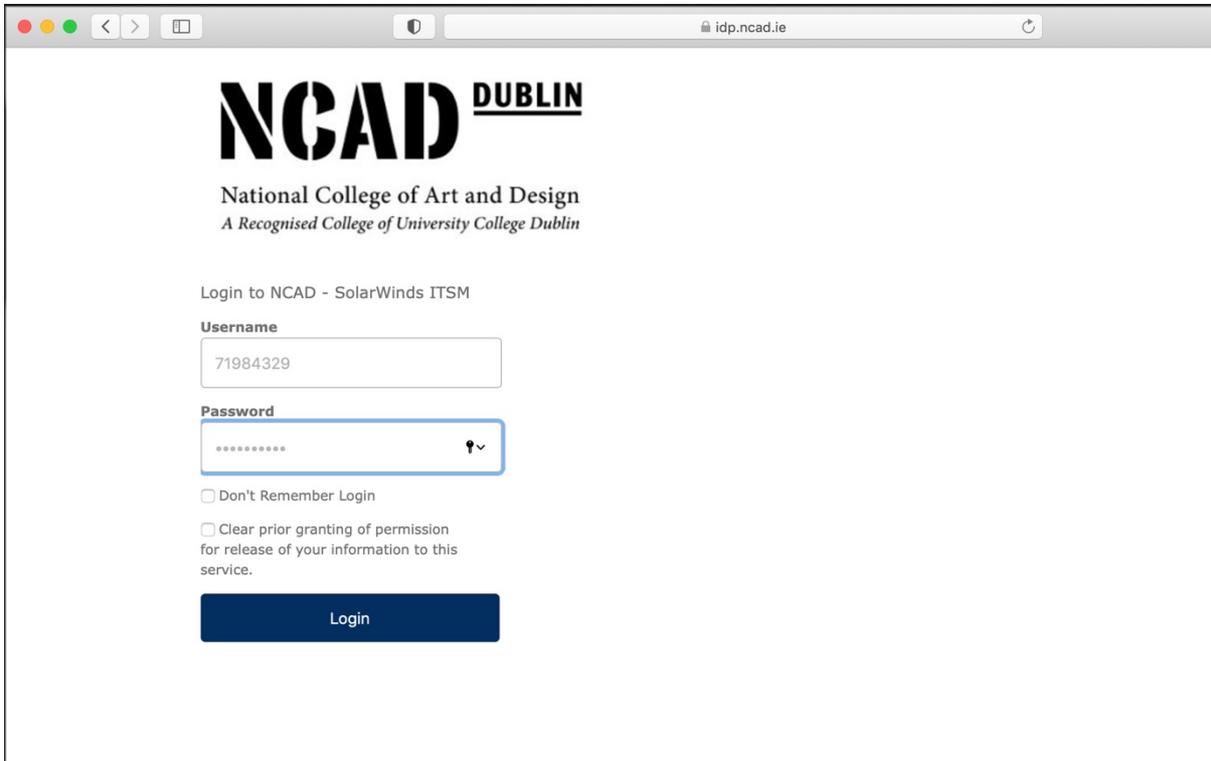


How to Log a Ticket with IT Support

1) Enter your MyNCAD username and password and click login



The screenshot shows a web browser window with the URL `idp.ncad.ie`. The page features the NCAD DUBLIN logo and the text "National College of Art and Design" and "A Recognised College of University College Dublin". Below this, the heading "Login to NCAD - SolarWinds ITSM" is displayed. The login form includes a "Username" field with the value "71984329", a "Password" field with masked characters and a visibility toggle, and two checkboxes: "Don't Remember Login" and "Clear prior granting of permission for release of your information to this service.". A dark blue "Login" button is positioned at the bottom of the form.

NCAD **DUBLIN**
National College of Art and Design
A Recognised College of University College Dublin

Login to NCAD - SolarWinds ITSM

Username
71984329

Password
..... 🔑

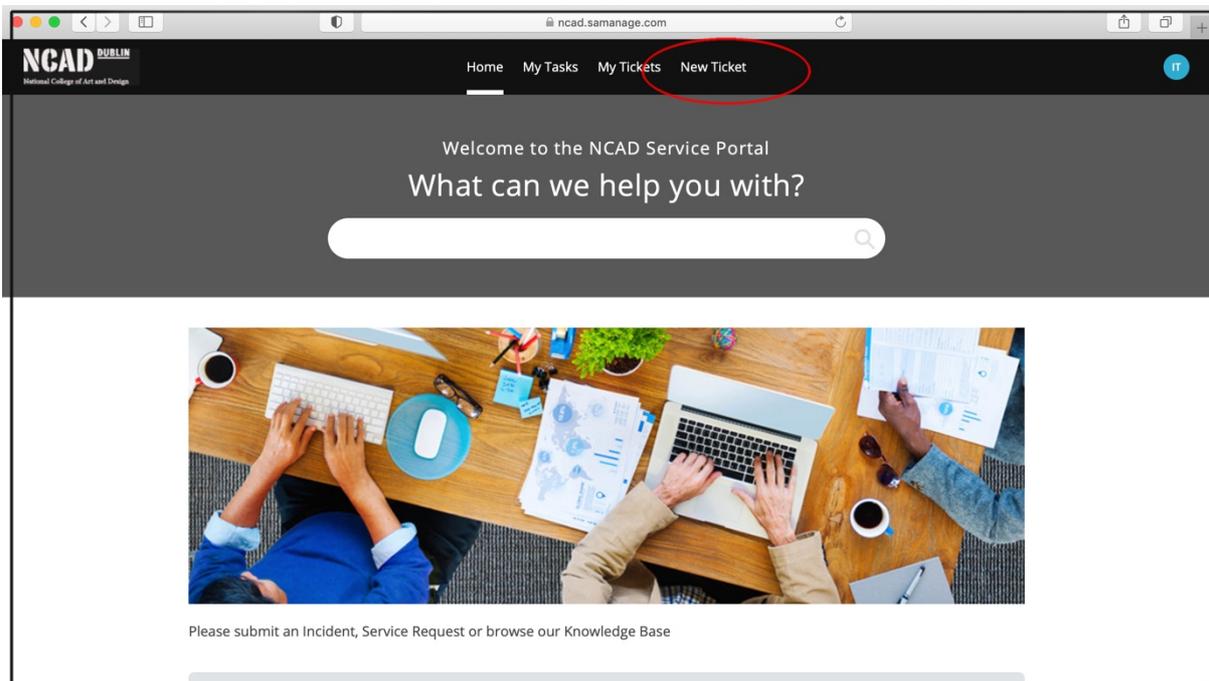
Don't Remember Login

Clear prior granting of permission for release of your information to this service.

Login

2) Select “New Ticket”

If you wish to view existing tickets please click on “My Tickets”



The screenshot shows a web browser window with the URL ncad.samanage.com. The navigation menu at the top includes [Home](#), [My Tasks](#), [My Tickets](#), and [New Ticket](#). The [New Ticket](#) link is circled in red. Below the navigation menu, the page displays the text "Welcome to the NCAD Service Portal" and "What can we help you with?" followed by a search bar. Below the search bar is a photograph of three people working at a wooden desk with laptops and documents. At the bottom of the page, there is a text prompt: "Please submit an Incident, Service Request or browse our Knowledge Base".

3) Enter the following to create a New Ticket

- A. Enter a subject for the ticket**
- B. Enter a description for the ticket**
- C. Select the Category "ICT Students" so that your ticket gets routed to the correct Technician**
- D. Select a Subcategory for your Ticket**
- E. Click Create New Ticket**

The screenshot shows the 'New Ticket' form in a web browser. The browser address bar shows 'ncad.samanage.com'. The page header includes 'NCAD DUBLIN National College of Art and Design' and navigation links: 'Home', 'My Tasks', 'My Tickets', and 'New Ticket'. A search bar and a user profile icon are also visible.

The form fields are as follows:

- Requester (Email or Name):**
- Add CC:** (empty)
- Subject:** **A.**
- Description:** **B.**
- Category:** **C.**
- Subcategory:** **D.**
- Site:**
- Department:**

At the bottom, there is an 'Attach files' link and a 'Create New Ticket' button. The text **E.** is placed next to the 'Create New Ticket' button.

4) Always remember to Sign Out when you are finished

The screenshot shows the 'My Tickets' page in a web browser. The browser address bar shows 'ncad.samanage.com'. The page header includes 'NCAD DUBLIN National College of Art and Design' and navigation links: 'Home', 'My Tickets', 'New Request', 'Knowledge Base', and 'New Ticket'. A search bar and a user profile icon are also visible.

The main content area shows 'My Tickets' and 'You have no service requests.' Below this is a link for 'Service Desk by SolarWinds'.

A red box highlights the user profile icon in the top right corner, which has a dropdown menu with 'My Account' and 'Sign Out' options.