

ManageEngine ServiceDesk Plus

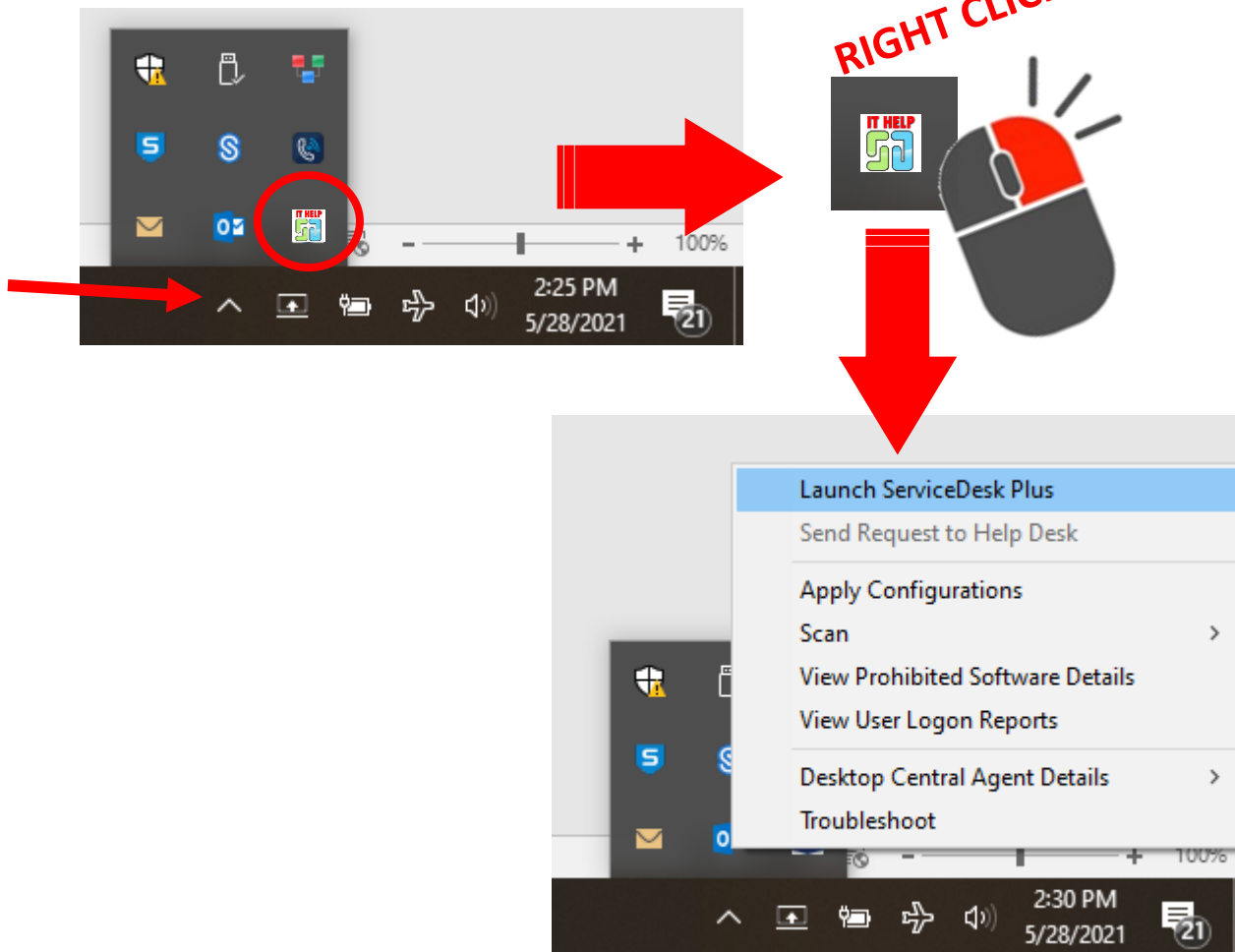
We are transitioning to a new Service Ticket system. BOSS, our current system, is phasing out what we are currently using so switching to a new system, Service Desk Plus

The system works much like the current with a slightly different look.

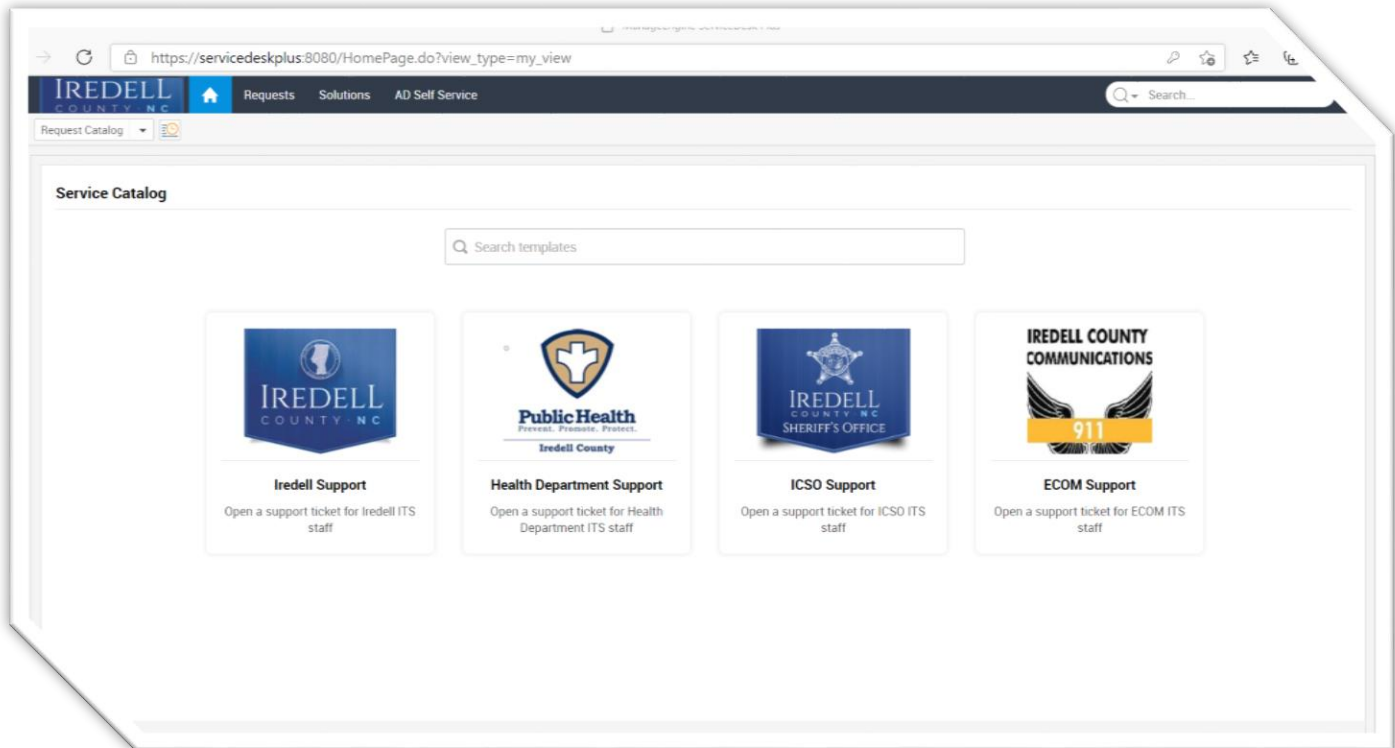
There are several ways to put in a ticket, a shortcut on your desktop, a link on the Employee Access portal AND an icon in your system tray



OR

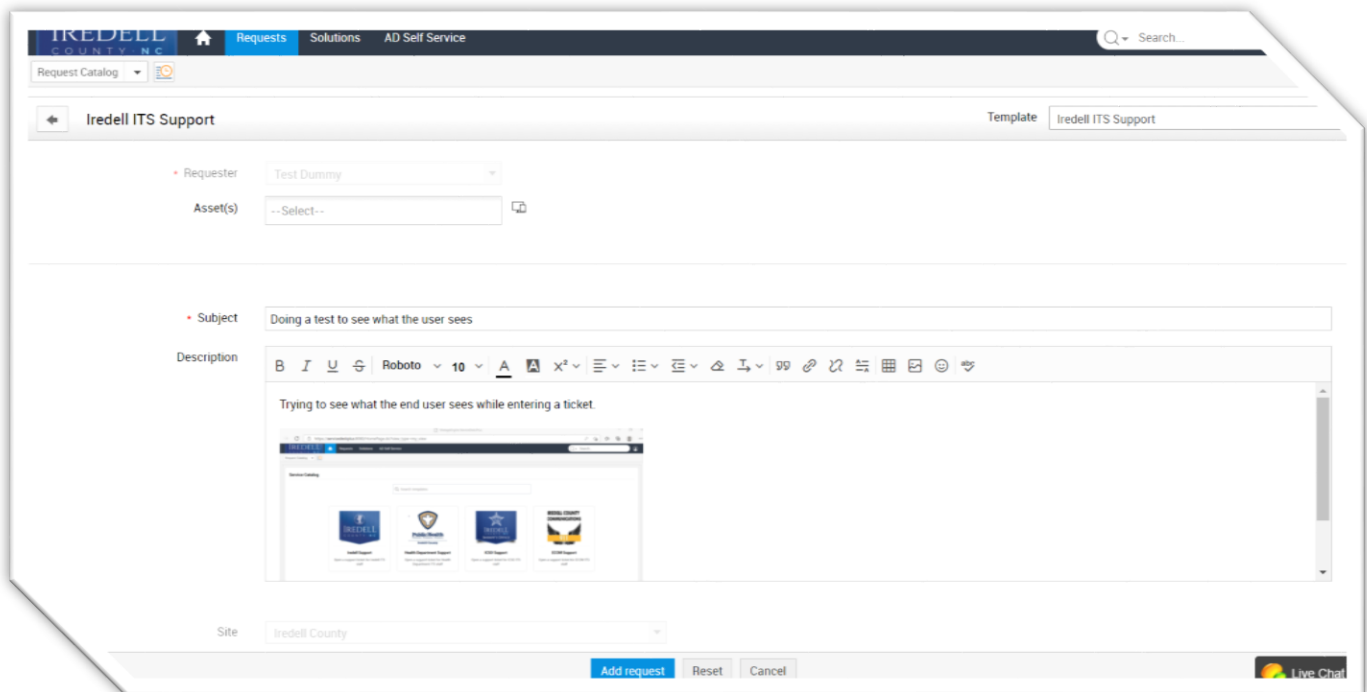


WHAT YOU SEE



You will select the option that you need. Most departments only use Iredell Support!

- Enter your request subject
- Describe in as much detail as possible what is occurring. The more details, the faster we can resolve your issue.



Once you have finished click

Add request

Reset

Cancel