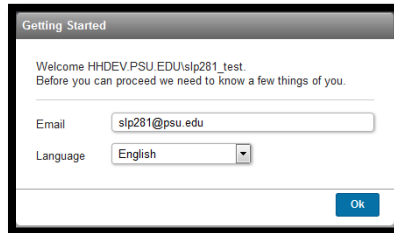


How to Submit a Service Request

1. Login to <https://help.hhdev.psu.edu/helpdesk/> with your HHD User Name and Password.
2. If it is your first time you will be prompted for some information. Please fill in the required fields. Then select **ok**.



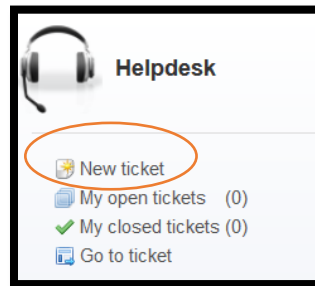
The screenshot shows a 'Getting Started' dialog box with the following content:

Welcome HHDEV.PSU.EDU\slp281_test.
Before you can proceed we need to know a few things of you.

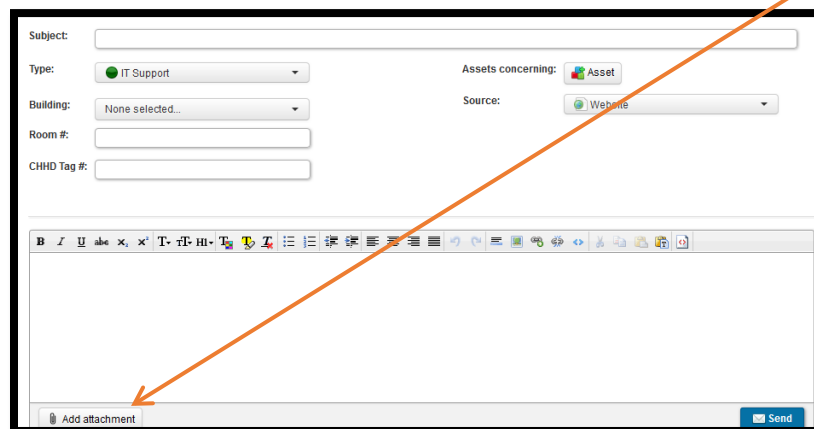
Email:

Language:

3. Select **New Ticket** under the Helpdesk area.



4. Then fill out the required fields: **Subject, Type of Service needed, Building, Room #, and CHHD Tag #** (located on your computer or other equipment). You can also add an **attachment** to show the error you might be getting. Then click **SEND**.



The screenshot shows the service request form with the following fields:

Subject:

Type:

Assets concerning:

Building:

Source:

Room #:

CHHD Tag #:

An orange arrow points from the 'SEND' button in the previous step to the 'Add attachment' button in this step.