



How to submit a ticket

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This Job Aid covers the process of login, submitting tickets for ID badge.

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1. Enter into your browser > **helpdesk.peralta.edu**
2. Enter > **Peralta email address** and **Password**
3. Click > **Log In**

The screenshot shows the Peralta Help Desk login interface. At the top left is the Peralta Community College District logo. To its right is the text "Peralta Help Desk". Below this is a white information box with a blue 'i' icon, containing the text: "Welcome to the Web Help Desk! Faculty and Staff: login using Peralta email and password." The main login area is a grey box with a white background. It contains a "Log In" heading, an "E-Mail" label above a text input field, a "Password" label above another text input field, and a "Remember me" checkbox. A dark blue "Log In" button is at the bottom. A red box highlights the entire login form area. A yellow circle with the number "2" is positioned to the left of the input fields, and a yellow circle with the number "3" is positioned to the left of the "Log In" button.



4. You have logged in successfully

Peralta Help Desk

Request | History | FAQs | Messages | Profile

Help Request

Request Type

Subject

Request Detail

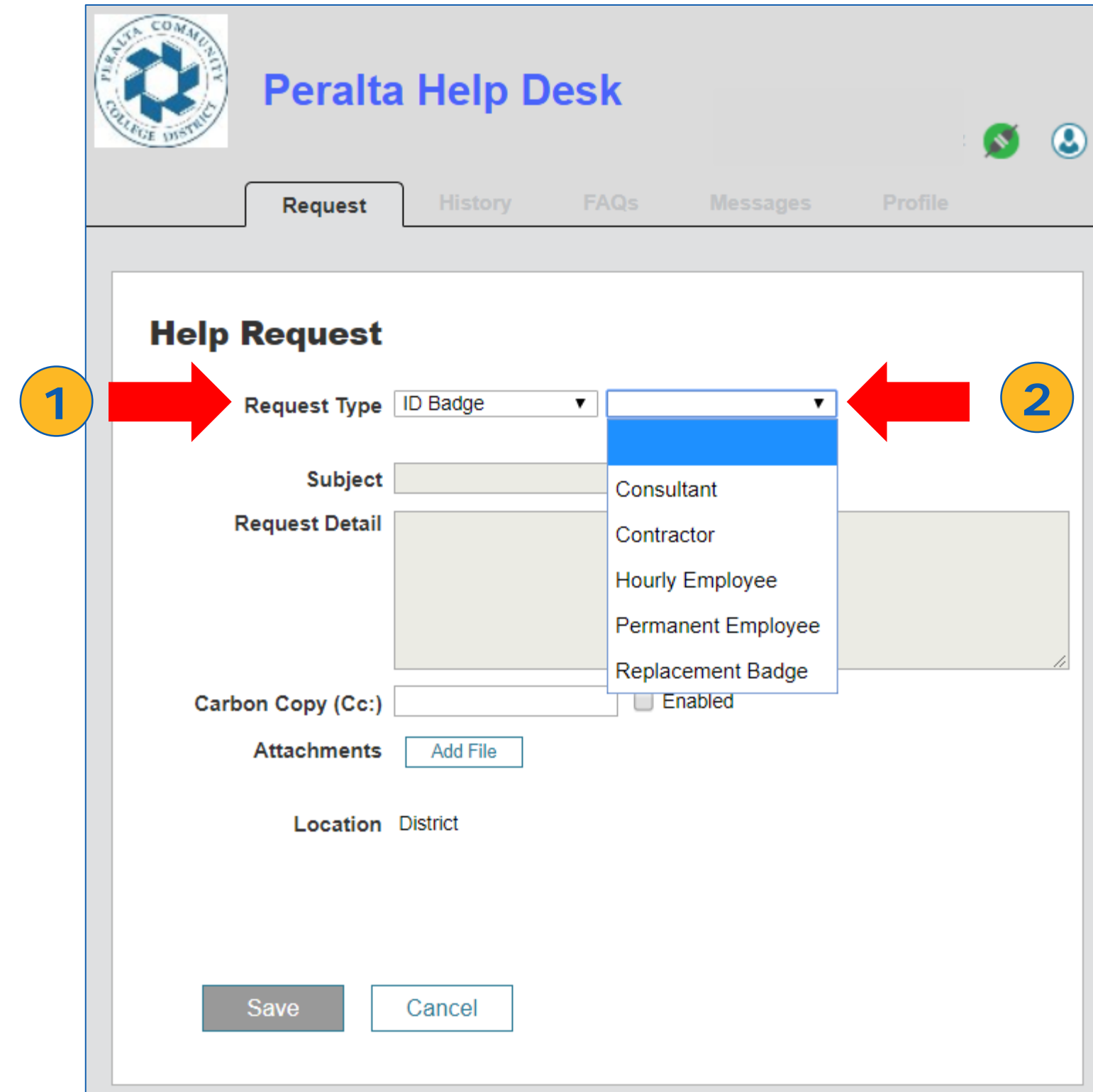
Carbon Copy (Cc:) Enabled

Location District

Save Cancel

Submit ID badge ticket

1. Request type, select > **ID Badge**
2. Sub request type, select > What is appropriate
 - Consultant
 - Contractor
 - Hourly Employee
 - Permanent Employee
 - Replacement Badge



Peralta Help Desk

Request | History | FAQs | Messages | Profile

Help Request

1 → Request Type: ID Badge

← 2

Subject: _____

Request Detail: _____

Carbon Copy (Cc:): _____ Enabled

Attachments:

Location: District

Note ID Badges tickets are approved by District General Services (DGS). When ID Badge request types are submitted, Help desk system automatically sends an approval request email to DGS. Once approved the Sheriff will received the ticket.



Submit ID badge ticket

3. In this example we will use: ID Badge > Hourly Employee
4. Read the **instructions** carefully – Each request type has its own message
5. Answer all questions – Each request type has its own set of questions
6. Once ready, Click > **Save**

Request Type: ID Badge, Hourly Employee

This Request Type requires approval.

4 Instructions: If an employee will work at multiple sites including Berkeley City College-- Please select Berkeley as the location below. This will allow employees access to validated parking at the campus location.

Department Manager Or Supervisor name*

Badge holder's first name*

Badge holder's last name*

Badge holder employee ID #*

Expiration Date*

Worksite*
 Alameda Berkeley District office
 District wide Laney Merritt

Smart Classroom Access*
 Yes No

Carbon Copy (Cc:): Enabled

Attachments:

Location: District

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- 7. A thank you message and ticket number will be displayed.
- 8. An email confirmation will also be sent to you and anyone you copy.
- 9. You have successfully submitted a ID Badge ticket

