

# IT Support

Version 9

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ITS can assist with password issues, computer and network problems, application installs and problems, audio/visual equipment, printing problems, mobile devices and any other technical issues.

A Service Desk is located at the King, Newnham, and Seneca@York campuses for convenience and support to our students and employees. [Contact ITS](#) via the Service Desk (phone, email, web, or walk-in) to ask questions, report problems, or log service requests.

To submit a service request, please send an email to [Service Desk](#).

## Service standards

Service calls received will be assessed, assigned a Call Number and a priority as outlined in our [ITS Service Standards](#)

## Remote troubleshooting

Service Desk analysts can diagnose computer problems by accessing your computer remotely. At the College, each computer has a remote desktop software client installed. This will allow Service Desk analysts to request permission to view and interact with your computer over the Internet.

## Service Desk Tickets

### How to submit a ticket via email?

Send an email to Service Desk - [servicedesk@senecacollege.ca](mailto:servicedesk@senecacollege.ca) from your Seneca email. Please include your employee number, a detailed description of your issue and provide screen shots of the issue.

### Where can I find my ticket number?

When you sent an email to the Service Desk you would have received an email with your ticket number like the example below I20210423\_147.

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## How do I follow-up on my ticket?

You can go to the [Self-Service Portal](#) and log in with your Seneca credentials to view your ticket status by clicking My Status. Alternatively, you can call the Service Desk for an update by referencing your ticket number.

tags : its-support