

### How to Create a Heat Ticket (through Help Desk)

It is important for the Blackboard Team to have as much information as possible when requested to assist with an issue. Having enough information to begin troubleshooting without needing to ask questions can decrease response time. Below are a few examples of both good and insufficient requests.

Insufficient	Good
Mark Johnson can't log into Blackboard.	Student Mark Johnson (username 3429852) can't log into Blackboard. I have verified that the account exists and tried to reset the password for him. He last logged in two weeks ago.
Students in Ms. Martin's class can't see all menu items.	Students don't always see all main menu items when accessing the course with course ID 100.kmartin.course1.2006. Students are able to view all main menu items when logged into Blackboard, but when accessing from home as a guest, they can't see all of them. I have checked Tool Availability, but they still don't show up.
Teacher Bill Thompson can't access two of his courses.	Bill Thompson (wthompson5) had two courses that he hasn't used for a while and they no longer show up in his course list under "Course Sites" tab. The course IDs are 1500.wthompson5.course2.2005 and 1500.wthompson5.course3.2005. I have checked that the courses still exist, but they don't have him listed as the Instructor. Not sure why they aren't showing up.
New account comes up in wrong name. Should be Jessica Capps, not Marshall Griffin.	I requested a new account yesterday (3/4/08) for Jessica Capps (NCWISE # 1418634 and received confirmation that it had been created. She could not log in, so I was going to reset the password through the System Admin tab. The account came up in the name Marshall Griffin. I verified the NCWISE # and it does belong to Jessica Capps. How do we fix this problem?

To open a ticket, please contact the Help Desk using one of these methods:

- **Phone: 664-5700**
- **Email: [helpdesk@wcpss.net](mailto:helpdesk@wcpss.net)**
- **Secure Online Form (SOF)**