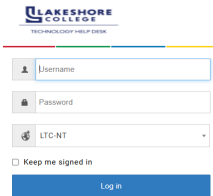
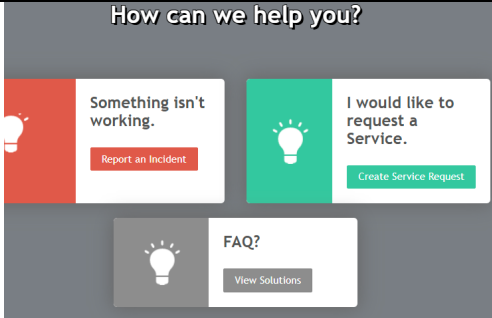
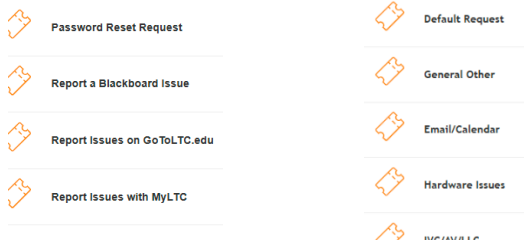


Login and ticket creation in the Technology Help Desk

1. Go to: https://helpdesk.lakeshore.edu and sign in with your Lakeshore network/computer username and password.	Username is your network/computer login and the password is your current password. 
2. Once logged in you will see Home, Requests, and Solutions at the top. Requests will show any open tickets you have with the Technology Help Desk. Solutions is our FAQ section.	
1. Click on the Home icon to return to the Home page if not already there. You may click on Create an Incident, Create Service Request or View Solution's.	
Click on any of these categories to submit a help ticket for that category or select Default Request for an issue not listed. Please provide as much detail as you can when creating your ticket	
Once you have filled in the information, please click on Add request at the bottom of the page to submit your ticket.	

For questions or additional information, please contact Lakeshore College's Help Desk at Helpdesk@lakeshore.edu or 920.693.1767.