## Login and ticket creation in the Technology Help Desk



1.	Go to: <a href="https://helpdesk.lakeshore.edu">https://helpdesk.lakeshore.edu</a> and sign in with your Lakeshore network/computer username and password.	Username is your network/computer login and the password is your current password.    Computer   Co
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.	COLLEGE Home Requests Solutions
1.	Click on the <b>Home</b> icon to return to the Home page if not already there. You may click on <b>Create an Incident, Create Service Request</b> or <b>View Solution's.</b>	Something isn't working.  Report an incident  FAQ?  View Solutions
	Click on any of these categories to submit a help	Password Reset Request Opfault Request
	ticket for that category or	A Samulatur
	select <b>Default Request</b> for an	Report a Blackboard Issue
	issue not listed. Please provide	Report Issues on GoToLTC.edu Email/Calendar
	as much detail as you can	Report Issues with MyLTC
	when creating your ticket	⟨> IVC/AVILIC
Once you have filled in the		*Name Asset(s)  Water and asseque states one  *2
information, please click on <b>Add</b> request at the bottom of the page to		Collegey   Passend Print
_	t your ticket.	Tourspand Addressed Assessed  Addressed to Cancel

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

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