

**New! Help Desk Login  
Plus  
Institutional Researcher Data Request(s) Guide**

**!! NOTE: This can only be done on campus from a computer logged into our Network !!**

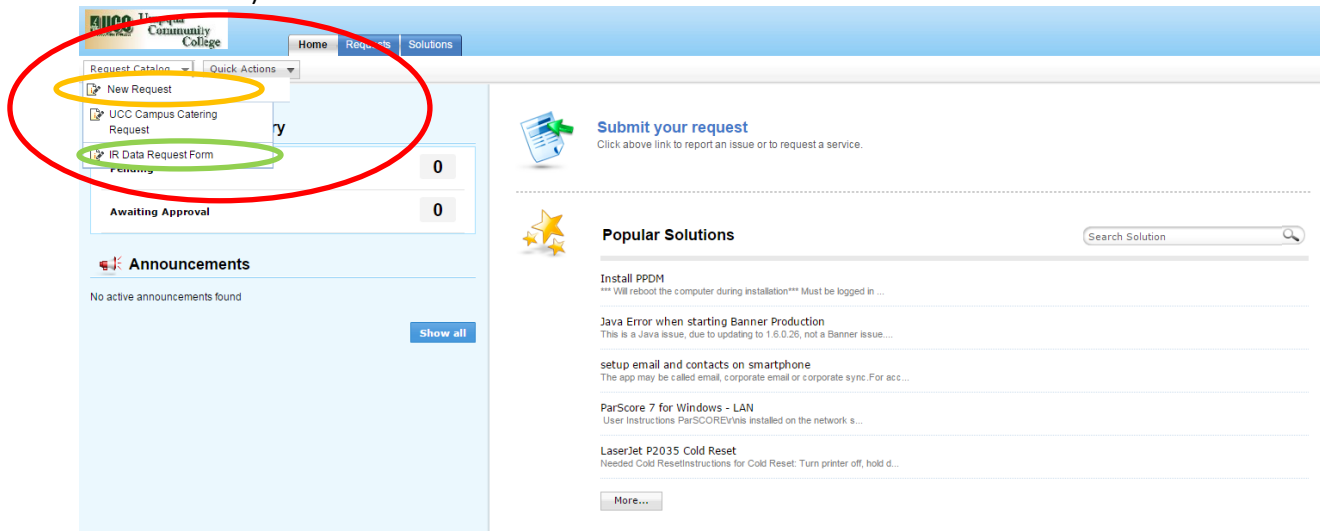
Go to the following webpage <http://helpdesk.umpqua.edu>

Click the preceding link and you should see the following login screen

Proceed to login into Help Desk using your network credentials: **Username = First name.Last name**  
**Password = current NetWork password**



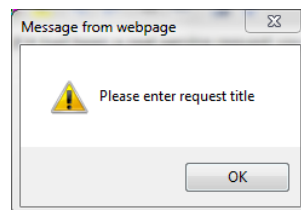
Upon successful login you'll see the **New Help Desk** home screen similar to the following (minus the colored circles).



There are multiple ways to create a service request; note the **red circled** area above. Clicking the **Request Catalog** dropdown menu on the left side of the screen, will provide the two following choices: **1. New Request** and **2. IR Data Request Form**. These are the most direct routes to create either a New Service Request and/or an IR Data Request. If you choose the **Submit your request** link, you'll be presented choices **1.** and **2.** again, in a different graphical fashion. Clicking the **1.NEW Request**, of the previously circled items within the **Request Catalog** dropdown menu, will take you directly to the following screen so you can create a new service request.

NOTE: Change Template to IR Data Request Form dropdown menu category. There are three additional dropdown menu arrows, IR Data Recurring Request, IR Data Usage Type, and Point in Time Requested.

Secondary NOTE: The \*Requested Due Date, \*Subject, \*Point in Time Requested fields are mandatory. For the Subject information, provide a short description of the issue, such as: "Number of high school graduates in Douglas County attending UCC." An incomplete subject field causes the following pop-up error when clicking the blue Add request button in the green circle.



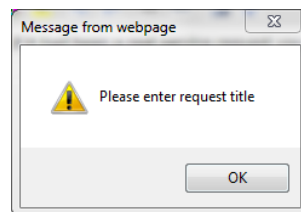
The description field, is mandatory, and is of great assistance in providing you the accurate data information requested. Please be sure the request fully describes the data and/or analysis desired, report time frame, due date, and when you may be reached by phone. Also note near the bottom of the page there is a button for attaching files if you need to do so (these are not mandatory fields/buttons and can be left blank or unclicked).

Last, but not least scroll down to the bottom of the page and click the blue Add request button, like the one you see in the green circle of the 1.NEW Request image above. Congratulations, your request has been successfully created and you should receive a confirmation e-mail with a Request ID number.

Clicking the **2.IR Data Request Form** option from the **Request Catalog** dropdown menu will take you to the following screen so you can create a new on IR Data Request Form.

NOTE: The fields in the **red rectangle** are already filled in for you and can't be changed, just like in the Service Request. There are five fields above the rectangle marked with an **\***, this denotes that they are all mandatory fields that must be filled in.

Secondary NOTE: The **\* Subject** field, which is mandatory, actually becomes the Request's Title. Provide a short description of the event, like; Tom's Birthday, Sam's Retirement, Debbie's promotion, In-service treats, etc. An incomplete subject field causes the following pop-up error when clicking the blue **Add request** button in the **green circle**.



The description field, is mandatory, and is of great assistance in providing you the accurate data information requested. Please be sure the request fully describes the data and/or analysis desired, report time frame, due date, and when you may be reached by phone. Also note near the bottom of the page there is a button for **attaching files** if you need to do so (these are not mandatory fields/buttons and can be left blank or unclicked).

Last, but not least scroll down to the bottom of the page and click the blue **Add request** button, like the one you see in the **green circle** of the **1.NEW Request** image above. Congratulations, your request has been successfully created and you should receive a confirmation e-mail with a Request ID number.