TOPdesk self-service Ticketing System – for IT Issues

St. Lawrence College

This manual contains pertinent information about submitting a self-service TOPdesk work order for any IT issues you may be experiencing.

August 2024

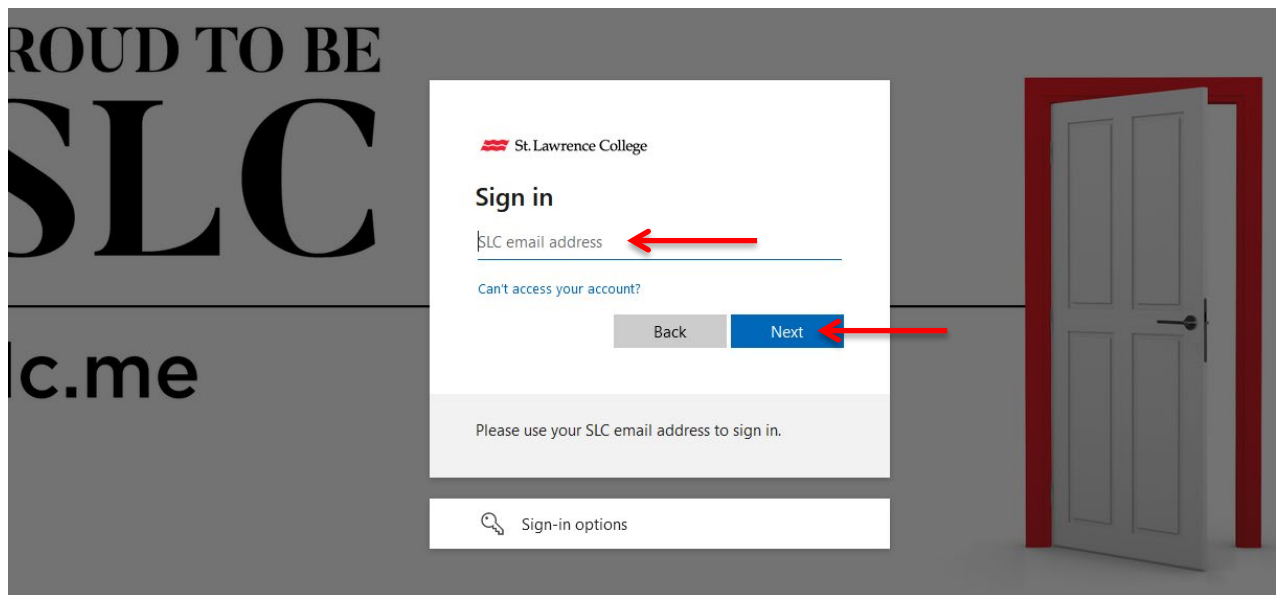# Contents

About

This document includes information on a service that gives you the ability to submit your own work order through the TOPdesk portal

How to Access

1. To access TOPdesk, you will need to log in to SLC.me

2. Go to http://SLC.me

3. You will be able to login with your SLC email address and click on 'Next'. Remember that your SLC email address ends with *@student.sl.on.ca*

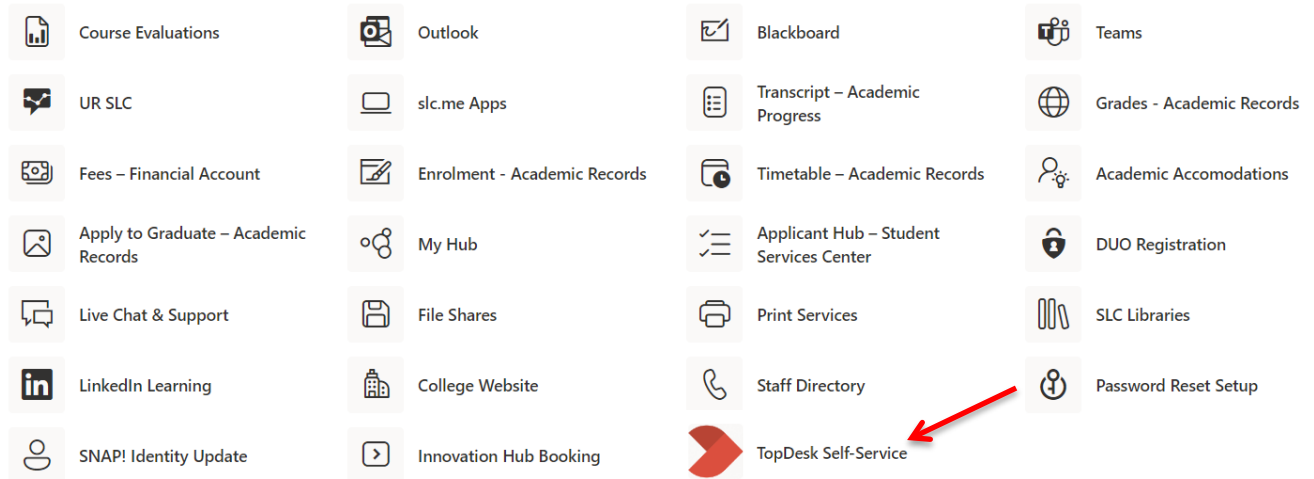4. You will then be prompted to enter your password and click the 'Sign-in' button.
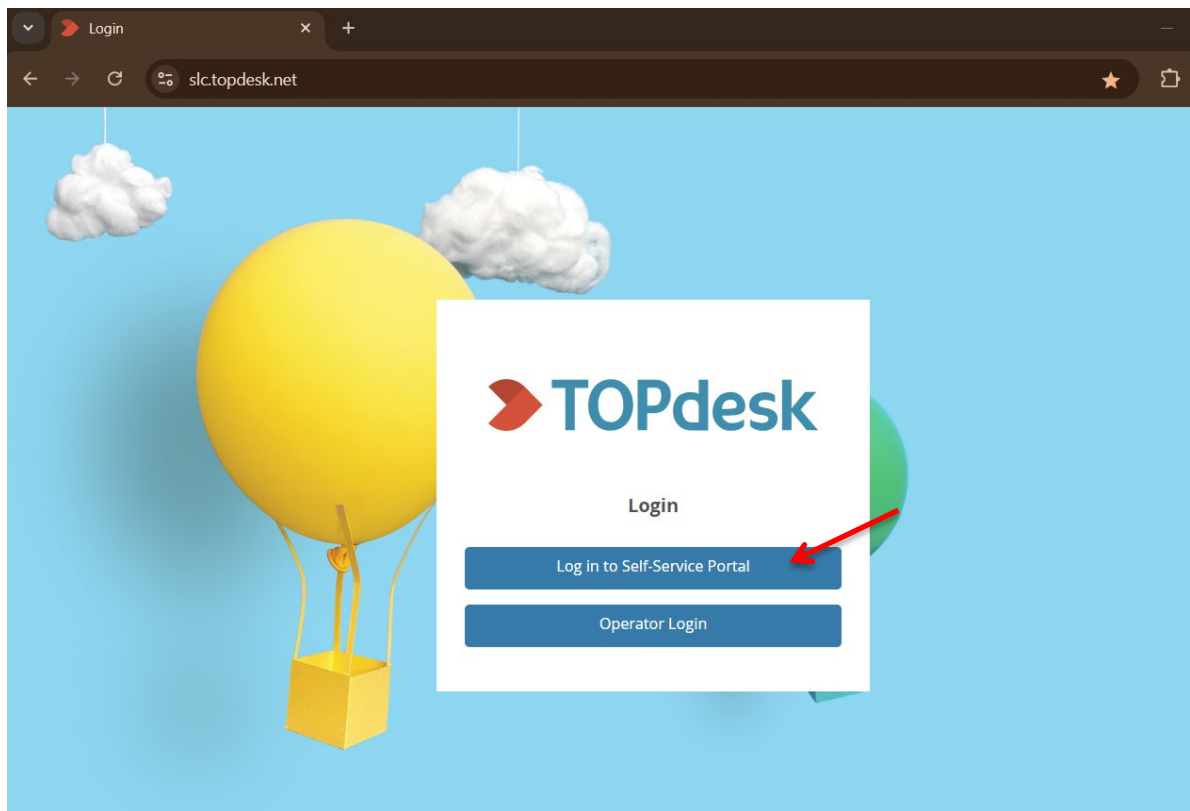
Logging In

1. Login into SLC.me and click on the **'TOPdesk Self-Service** button. Google Chrome is the recommended browser.

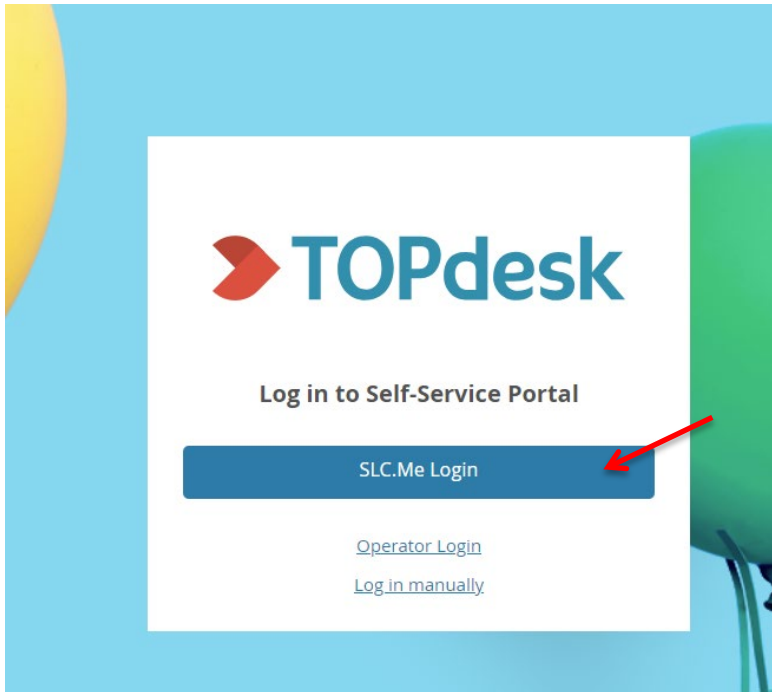|			
Course Evaluations	Outlook	Blackboard	Teams
UR SLC	slc.me Apps	Transcript – Academic Progress	Grades - Academic Records
Fees – Financial Account	Enrolment - Academic Records	Timetable – Academic Records	Academic Accomodations
Apply to Graduate – Academic Records	My Hub	Applicant Hub – Student Services Center	DUO Registration
Live Chat & Support	File Shares	Print Services	SLC Libraries
LinkedIn Learning	College Website	Staff Directory	Password Reset Setup
SNAP! Identity Update	Innovation Hub Booking	TopDesk Self-Service	

2. Click on 'Log in to Self-Service Portal'

3. Click on 'SLC.Me Login'

Alternative Logins

• You can log in alternatively by going directly to the URL: https://slc.topdesk.net

• You can also scan this barcode to take you directly to the TOPdesk portal:

Click on 'SLC.Me Login'

The TOPdesk Portal

1. You should be taken directly to your TOPdesk portal:

   - You can create a ticket for an **IT issue** by clicking on 'Student IT Service Desk'
   - You can review your IT tickets by clicking on 'My Requests'
   - Review emergency procedures by clicking on 'In Case of Emergency'
   - Click on 'Knowledge Base' to access the student How To Guides, and other information

Submitting a TOPdesk Ticket

1. To create an IT ticket, click on the 'Student IT Service Desk' tile

2. Click on the tile that best represents the issue you're having. If you're not sure which one to choose, please select 'Report an Issue'.

HOME > STUDENT IT SERVICE DESK

Student IT Service Desk

Student How To Guides

DUO

BlackBoard

SLCApps

SLC Copy and Print Services

Report an Issue

Student How To Guides

Click on this link to gain access to our Student 'How To Guides'. You will find a number of instructions that will help you navigate SLC's student processes.

Blackboard Issues

If you're experiencing issues with SLC's Blackboard, click here for Important Messages, a link to your Bb page, instructions for accessing Blackboard, and a link to reporting Blackboard issues you may be experiencing. We will always ask you for the Course Code, Instructor's name, and a brief description of the issue.

Photocopying and Printing Issues

If you're experiencing issues with photocopying, printing, or scanning, click here for information on our printing platform, PaperCut. You may be prompted to log into your SLC account again. If you're having issues printing, click on 'Report a Printing Issue'. We will ask you for the card number on the **back** of your card, and a brief description of the issue you're experiencing.
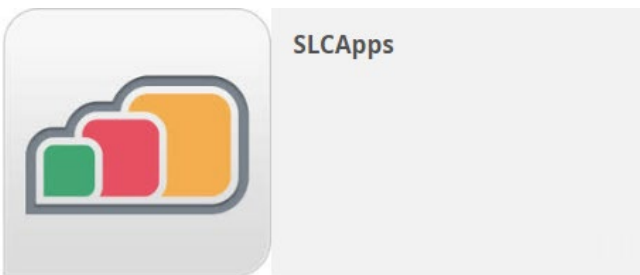
### DUO Multi-factor Authentication Issues
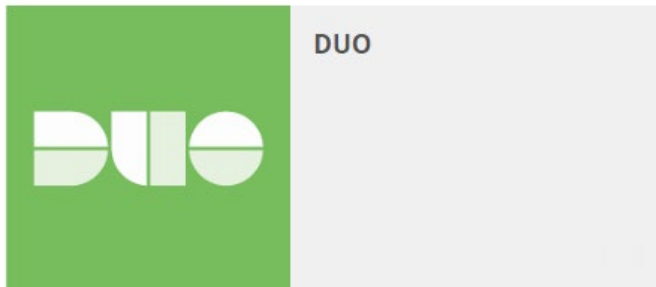
You will find information about DUO multi-factor authentication, 'How To' information, as well as DUO mobile setup instructions.

SLCApps

You will find documentation for installing SLCApps, a link directly to SLCApps, as well as the ability to report an issue with 'SLCApps'. Remember to let us know what software you're having an issue with, as well as if you're using a MAC or PC.
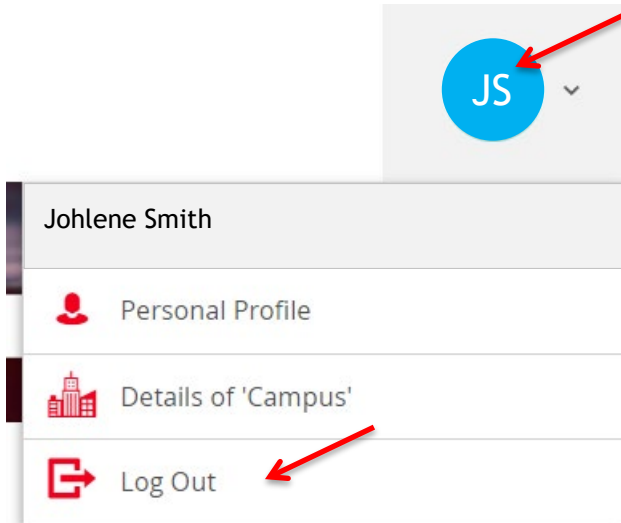
Report an Issue
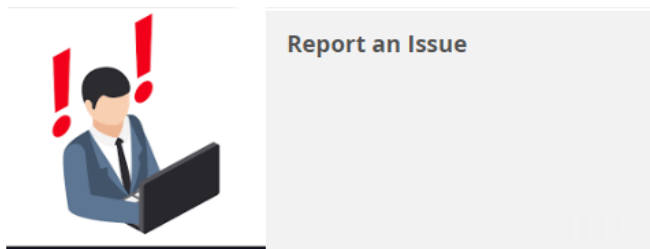
Click on the 'Report an Issue' tile if you have an IT issue that doesn't fall into one of the other categories.

Logging Out

When you're finished using the Topdesk platform, click on your initials in the top right-hand corner, and select 'Log Out'

3. Click on 'Log out of Identity Provider'