# How can I use the Help Desk for the library?

Prepared by:

Library

**Help Desk** is a tool that enables library users to communicate with the library quickly and effectively.

***To use the help desk, follow the steps below:***

1. Go to Help desk accessible at: OCMT College website >> Academic >> Library >> Help desk
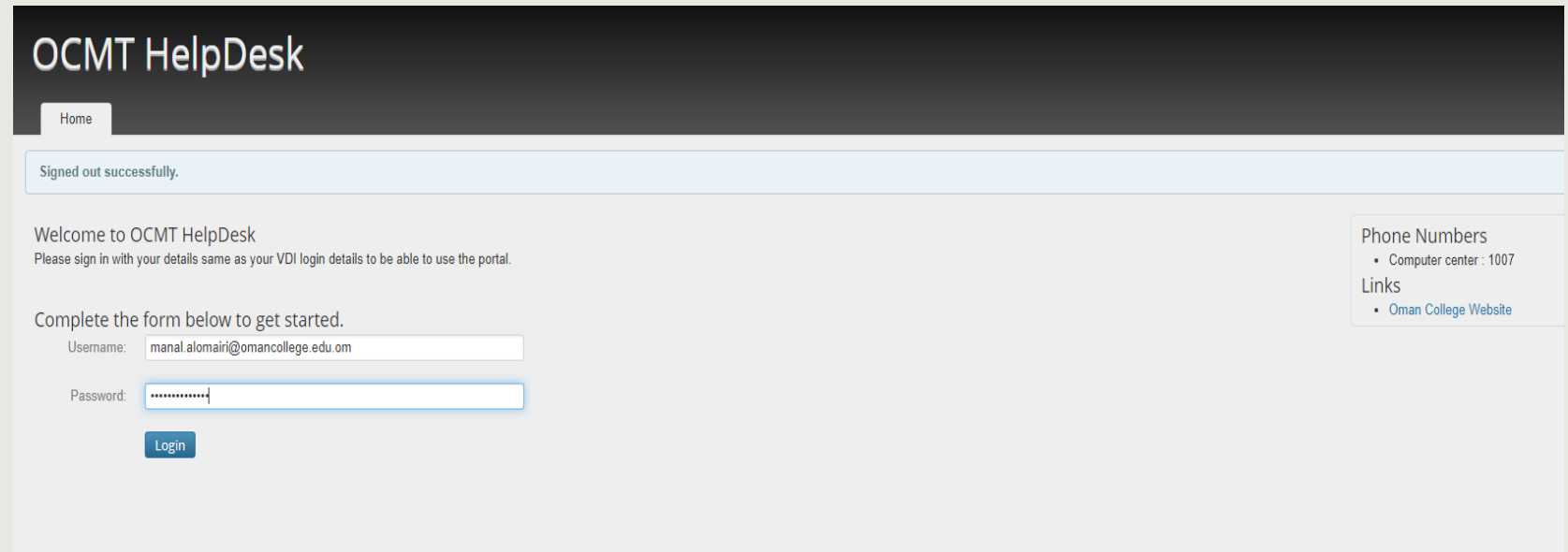
Or trough

the library webpage link: https://www.omancollege.edu.om/library

the library webpage QR:
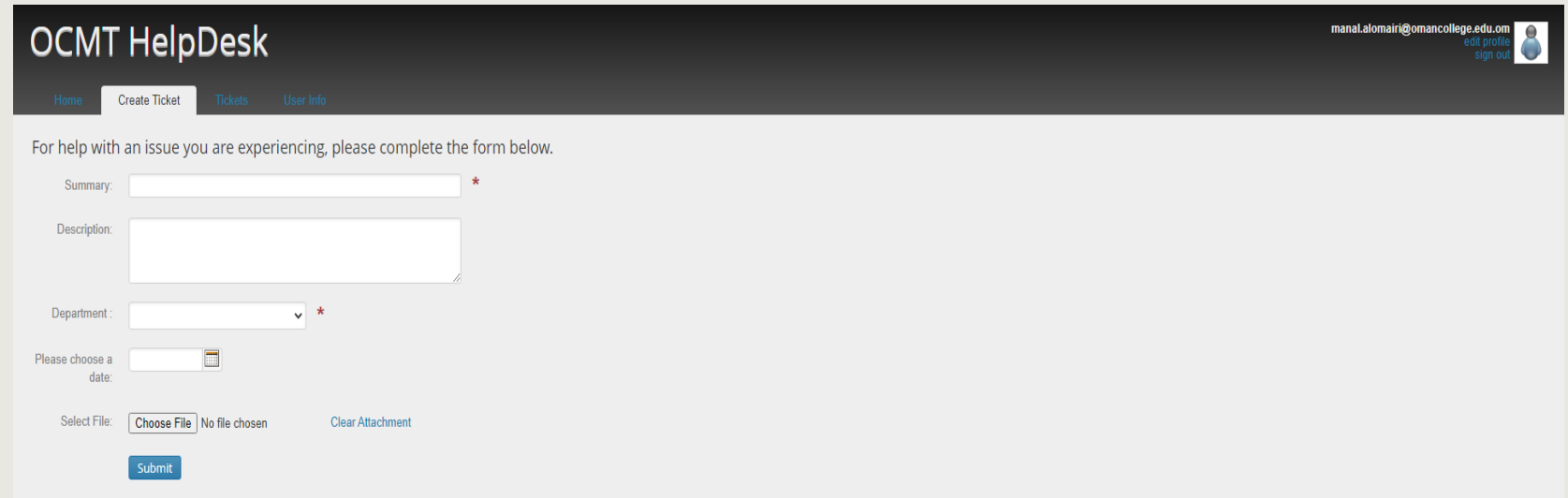
2. Sign in with your details same as your VDI login details to use the portal.



3. Click 'Create ticket' to explain your ticket.

# OCMT HelpDesk

manal.alomairi@omancollege.edu.om
edit profile
sign out

Home    Create Ticket    Tickets    User Info

For help with an issue you are experiencing, please complete the form below.

Summary: [                    ]  *  ⎨ Issue/ inquiry Summary

Description: [                    ]  ⎨ Issue/ inquiry Description

Department : [          ▾]  *  ⎨ Select the concern department 'Library'

Please choose a date: [      ]  ⎨ Date of issue/ inquiry

Select File: [Choose File] No file chosen  ⎨ Upload a screen-shot or another file to show the Issue/ inquiry

[Submit]  ⎨ Click 'submit' ticket

- After submitting the ticket, you will receive a confirmation email from 'omancollege' overviewing the ticket.

- Follow- up your email to track the status of the ticket.

- Close the ticket, if the problem has been solved.

- Re-open the ticket, if the problem occurs again.