



**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 through

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

the library webpage QR:

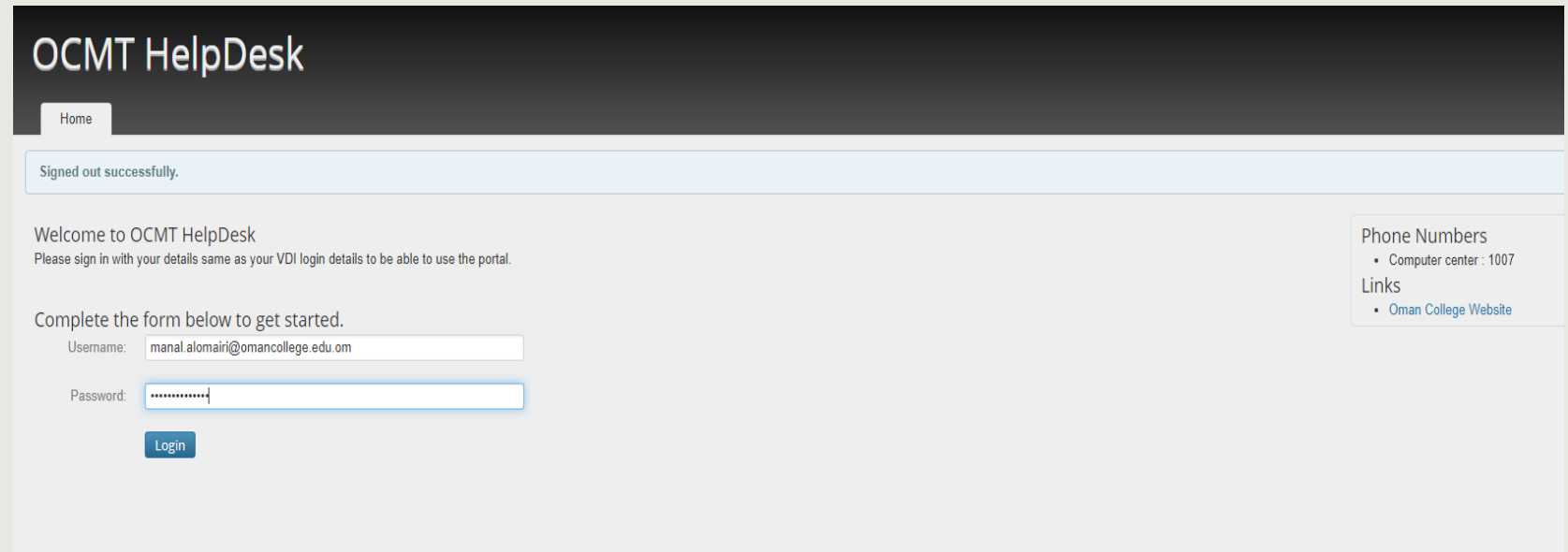


# *How can I use the Help Desk for the library?*

Prepared by:

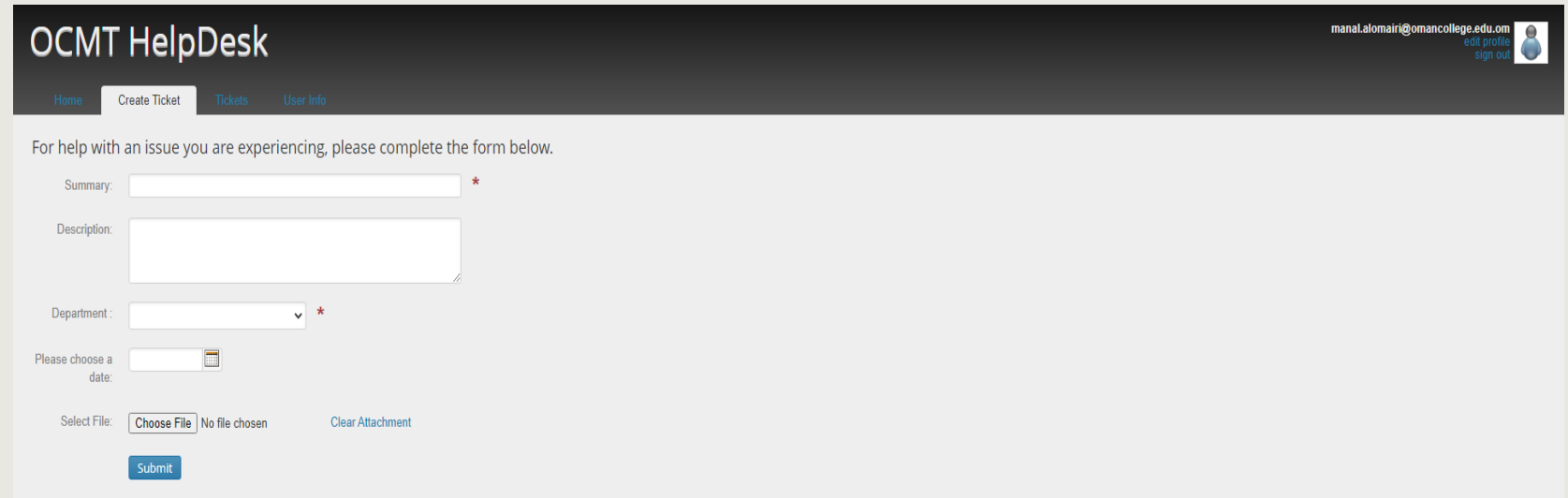
Library

2. Sign in with your details same as your VDI login details to use the portal.



The screenshot shows the OCMT HelpDesk login page. At the top, there is a dark header with the text "OCMT HelpDesk" and a "Home" button. Below the header, a light blue banner displays the message "Signed out successfully." The main content area includes a welcome message: "Welcome to OCMT HelpDesk" followed by "Please sign in with your details same as your VDI login details to be able to use the portal." Below this, it says "Complete the form below to get started." There are two input fields: "Username:" with the value "manal.alomairi@omancollege.edu.om" and "Password:" with masked characters. A blue "Login" button is positioned below the password field. On the right side, there are two sections: "Phone Numbers" with a bullet point "Computer center : 1007" and "Links" with a bullet point "Oman College Website".

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



The screenshot shows the OCMT HelpDesk "Create Ticket" page. The header is dark with "OCMT HelpDesk" on the left and user information on the right: "manal.alomairi@omancollege.edu.om", "edit profile", "sign out", and a profile picture. The navigation bar includes "Home", "Create Ticket" (highlighted), "Tickets", and "User Info". The main content area starts with the instruction: "For help with an issue you are experiencing, please complete the form below." The form contains several fields: "Summary:" (text input with a red asterisk), "Description:" (text area), "Department:" (dropdown menu with a red asterisk), "Please choose a date:" (calendar icon), and "Select File:" (with a "Choose File" button, "No file chosen" text, and "Clear Attachment" link). A blue "Submit" button is at the bottom.

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:  No file chosen { Upload a screen-shot or another file to show the Issue/ inquiry

{ 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.