

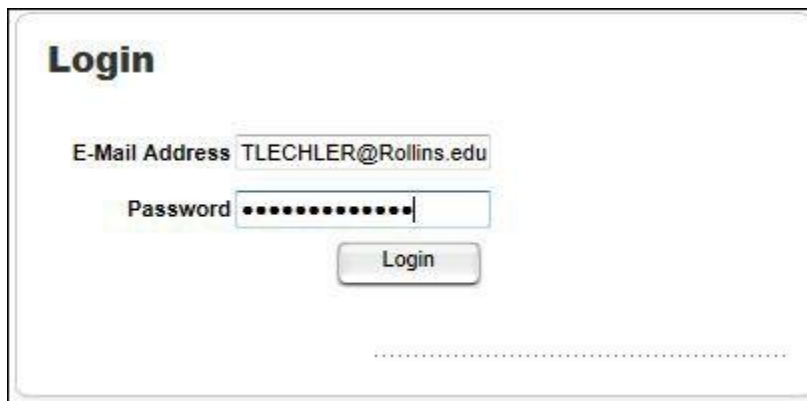
RFS and Web Help Desk

Welcome to the new RFS and Web Help Desk Ticketing System. Below are instructions on using the portal to submit RFS, Help Desk and Web Support tickets. Click [here](#) if you are already familiar with the system and would like to submit a ticket.

Instructions

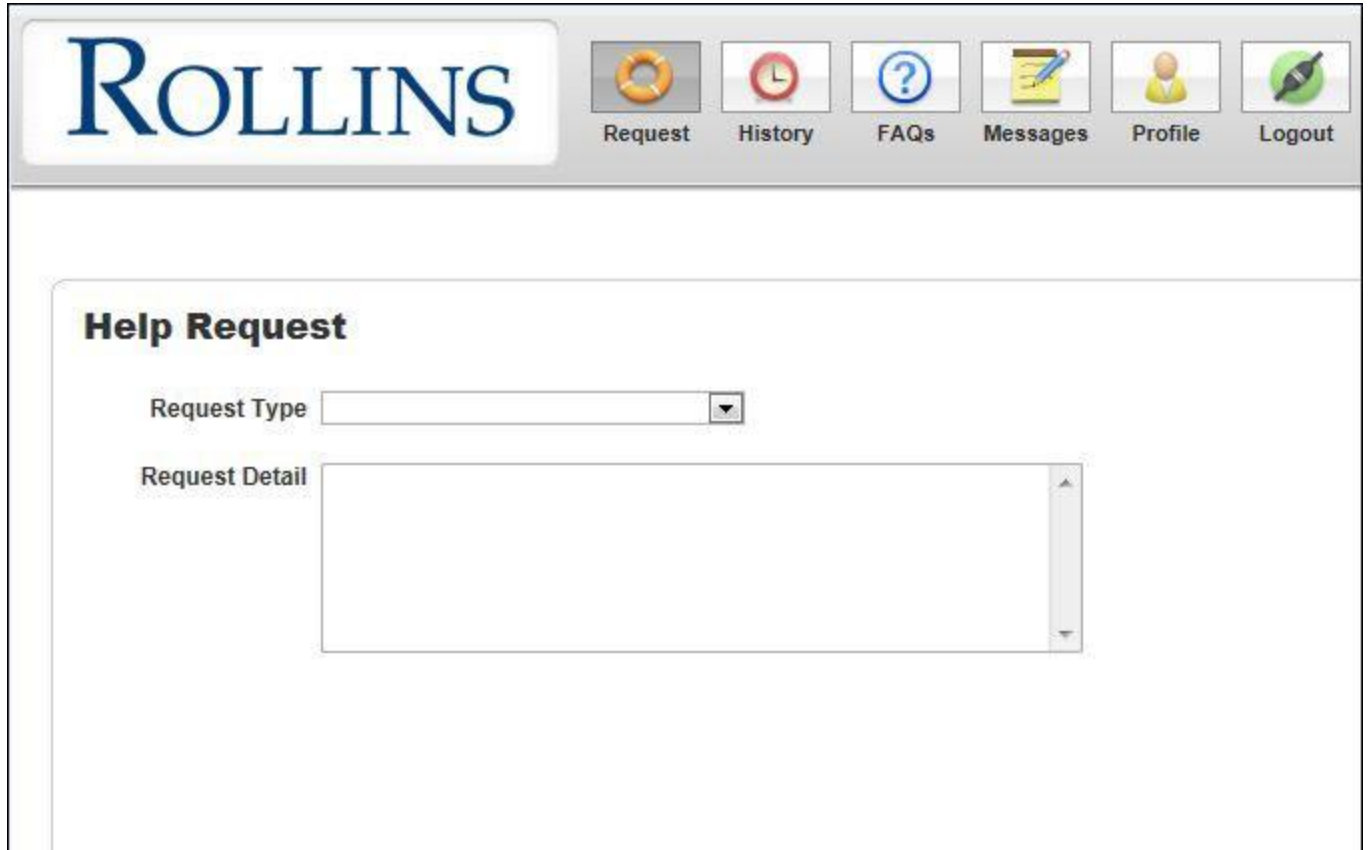
Logging into Web Help Desk on your Computer:

1. Go to <http://webhd.rollins.edu> in your browser



The screenshot shows a login form titled "Login". It contains two input fields: "E-Mail Address" with the value "TLECHLER@Rollins.edu" and "Password" with a masked password of ten dots. Below the fields is a "Login" button. At the bottom of the form, there is a horizontal dotted line.

2. Sign in with your email address and password. You'll arrive at the following window



The screenshot shows a web interface for Rollins. At the top left is the Rollins logo. To the right of the logo is a navigation bar with six icons and labels: Request (orange lifebuoy), History (clock), FAQs (question mark), Messages (notepad), Profile (person), and Logout (pen). Below the navigation bar is a form titled "Help Request". The form contains two main sections: "Request Type" with a dropdown menu, and "Request Detail" with a large text area and a vertical scrollbar.

ROLLINS

Request History FAQs Messages Profile Logout

Help Request

Request Type

Request Detail

3. Choose the appropriate request type to help route your call. You can choose IT or Web Support tickets. Under IT Tickets, you'll find the option for RFS. You'll then be given the choice of filling in additional information in the request types

Help Request

Request Type : :

Instructions Request for Services.

Request Detail

Supervisor Name*


Supervisor Email*


Completion Date


Discussed With?


Attachments


4. As the type changes, additional fields may become required. Please fill out all fields and click "save". You'll see the following window:



Request


History


FAQs


Messages


Profile


Logout

Thank You!

Your ticket number is 4706.
You can use the History button above to check the status of your ticket.

An email confirmation is on its way to TLECHLER@Rollins.edu.

Congratulations! You can now start submitting tickets. You'll also have the option to update tickets with new information or ask questions, simply by replying to the email confirmation or through using the online portal. Click [here](#) to submit your ticket.

For more information about WebHD please contact the Help Desk at 407-628-6363.