

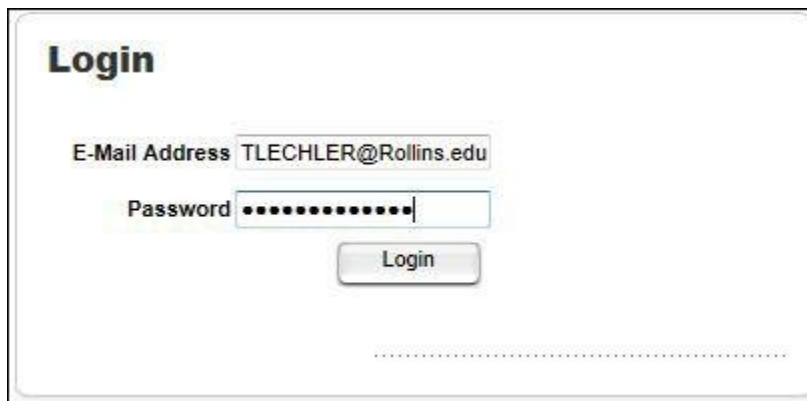
# RFS and Web Help Desk

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

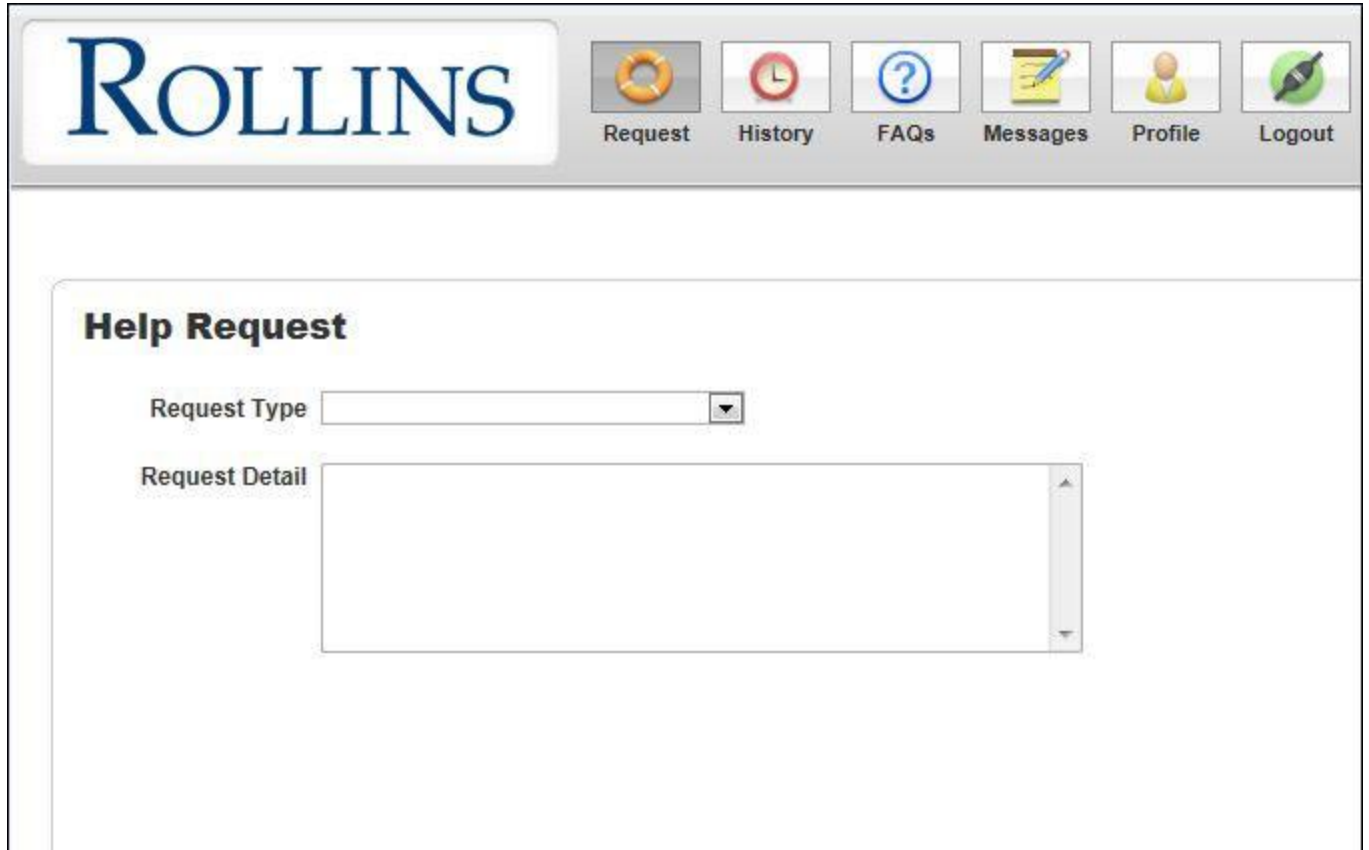
Logging into Web Help Desk on your Computer:

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 12 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 its right is a navigation bar with six icons: a life preserver for 'Request', a clock for 'History', a question mark for 'FAQs', a notepad for 'Messages', a person icon for 'Profile', and a pen for 'Logout'. Below this is a 'Help Request' section. It contains a 'Request Type' dropdown menu and a 'Request Detail' text area with 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.