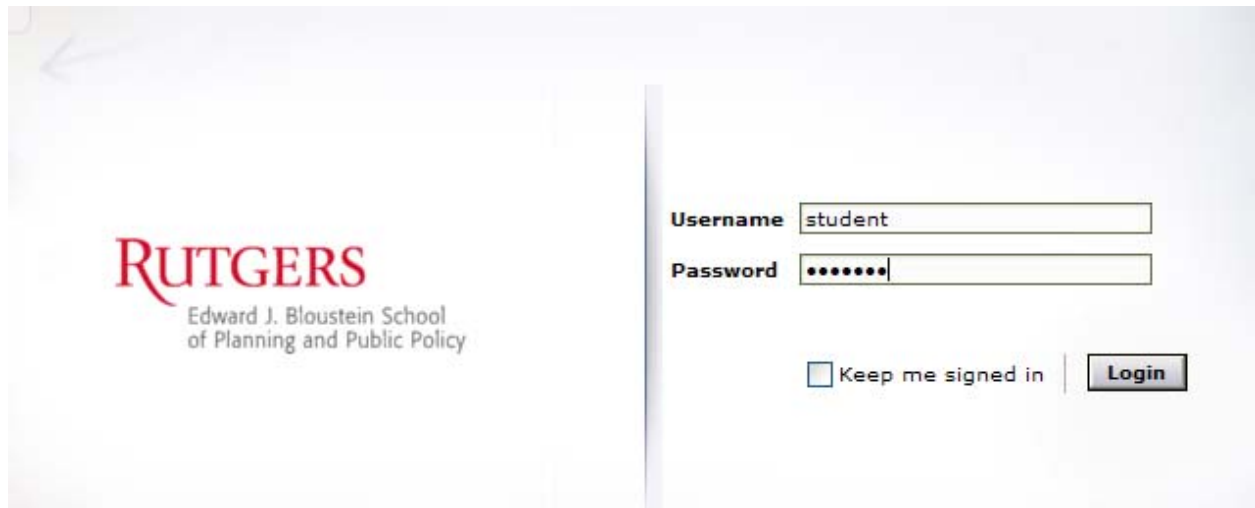


## EJB Helpdesk System

### Login and Ticket Submission Instructions

Go to <http://ejbhelp.rutgers.edu> (please note this system is only available from within the EJB network)



The screenshot shows the login interface for the EJB Helpdesk System. On the left side, there is the Rutgers logo with the text "RUTGERS" in red and "Edward J. Bloustein School of Planning and Public Policy" in black below it. On the right side, there is a login form with the following elements:

- Username:** A text input field containing the text "student".
- Password:** A text input field containing seven black dots, indicating a masked password.
- Keep me signed in:** A checkbox that is currently unchecked, followed by the text "Keep me signed in".
- Login:** A rectangular button with the text "Login" in white on a dark background.

#### How to Login to the System

##### **Students**

Students can login with the following credentials:

Username: student    password: student

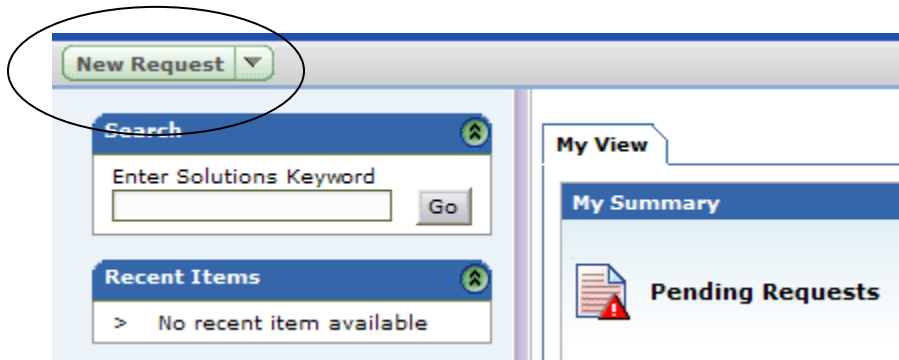
Please see the information below on how to submit a request and please note that if you would like your own account created for future use, please let us know in the ticket you create.

##### **Faculty/Staff**

Faculty and Staff can login with their rci account username and the default password that was distributed to faculty and staff in the announcement about the system. If you do not know this password, please send an email request to [ejbhelp@rci.rutgers.edu](mailto:ejbhelp@rci.rutgers.edu). Once you login, you can then change your password using the personalize link on the top right hand portion of the screen.

## How to Submit a Request

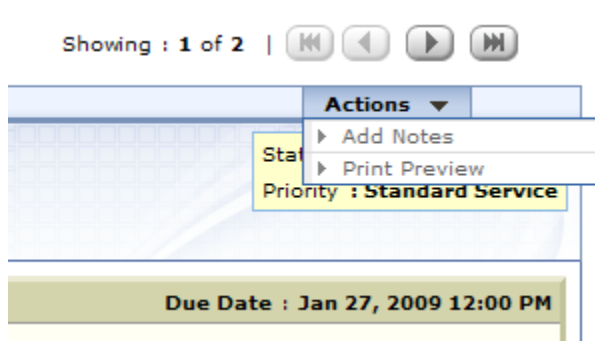
After logging into the system, you can use the “New Request” button on the left hand side of the screen:



On the next screen, enter the priority of the request, a subject for the request, and a description of the problem. Please leave your contact information in the description area. We will then assign the ticket and you can login at any time to view the status of the work performed.

## **How to Add a Note to the ticket**

You can also add a note to the request through the system. To do this, open the ticket and use the actions drop down menu on the top right to select, “Add Notes”:



If you have any problems with these instructions, please send an email to [ejbhelp@rci.rutgers.edu](mailto:ejbhelp@rci.rutgers.edu) or contact someone from Information Technology Services using the contact information on this page: <http://policy.rutgers.edu/its/helpdesk/contact.php> .

Last Updated 1/2009