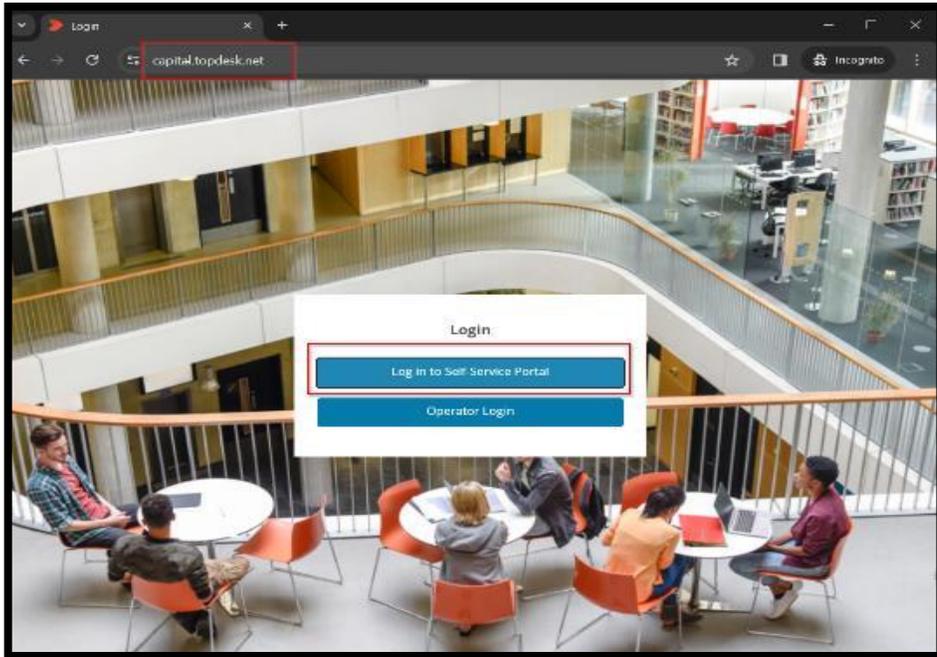
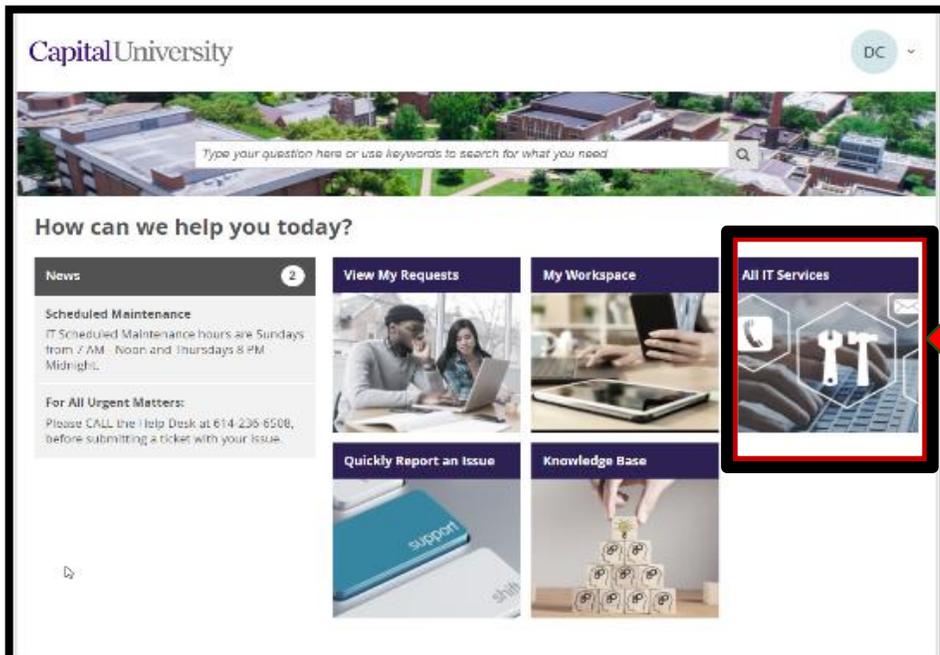




Here's an example of how to open a helpdesk ticket for help. Open a web browser and go to: capital.topdesk.net. Select **"Log in to Self Service Portal"** and sign in with your Capital username and password.



Click on **"All IT Services"**



Choose an option from the service catalog that corresponds to the area where you need technical assistance. In this example, we'll select **"Network Infrastructure"** which deals with Wi-Fi, device connectivity and internet issues.

HOME > ALL IT SERVICES

All IT Services

What topic is your question or request about?

 Help Desk Services & FAQs Central point for IT assistance for account access issues and other general technology issues and requests	 Classrooms and Computer Labs Issues related to software and audio visual technology in classrooms and meeting areas
 Computers, Peripherals, and Hardware Support for technology-based resources and services for faculty and staff	 Accounts and Access Manage your password, account, system access, OneDrive, and network share drives
 Emails, Calendaring, and Collaboration Email, distribution groups, calendar, MS Teams and other productivity services	 Network Infrastructure Network infrastructure and device connectivity to the wired and WIFI networks
 Audio Visual (AV) Services AV Technology Support and Services for Events, Webinars, Classrooms and Conference Rooms	 Security and Awareness Report an incident, Information on IT Security, and Safe Computing Practices



We'll select **"Wireless Network Support"**

HOME > ALL IT SERVICES > NETWORK INFRASTRUCTURE

Network Infrastructure

 Wireless Network Support Technical assistance with University/College wireless network access (WIFI)	Other Common Services <ul style="list-style-type: none"> Security Surveillance Cameras Capital - IT Help Desk All Other Services
 Network Data Connection: Install Request for install of wired network data connection jack in a new location	Knowledge Base Articles <ul style="list-style-type: none"> Capital Guest Wireless Self-Registration Knowledge Base
 Network Data Connection: Repair Assistance with non-functioning data connections and cabling	
 Device Registration and Network Access Assistance connecting your Smart TV or gaming devices to the University/College network	
 Virtual Private Network (VPN) Limited access software utility to access secure University/College data from off campus	
 Wireless Network Guest Access Request for Guest Access to University/College	



Review the service description. Since it matches the support we need, we'll choose "Request assistance with Wireless Network Service"

HOME > ALL IT SERVICES > NETWORK INFRASTRUCTURE > WIRELESS NETWORK SUPPORT

Wireless Network Support

Technical assistance with University/College wireless network access (WIFI)

Service Description:
Request support assistance with getting connected to the wireless network on campus, or if you are experiencing issues with wireless access points connectivity and coverage. This service is for non-account related issues.

*Call or visit the Help Desk if you are having issues with using your account to get access or if your problem is with getting connected from anywhere on campus so that we can assist you better and more quickly.

Who may request this service?
Requests can be made by Faculty, Staff, Students, and Affiliates.

How to Request Service:
To request assistance or make changes to this service, submit a service request through the Self-Service portal here.

Information needed to fulfill service request:
When entering your request, be sure to include your contact phone number, as well as information on where you are experiencing the issue on campus. Also include a detailed description of the problem you are encountering.

Request assistance with Wireless Network Service

We'll go ahead and fill out all the fields in the form and hit the "Submit" button at the bottom.

Request assistance with Wireless Network Service

← Share

Please fill out the form in its entirety.

Caller

Name: [Redacted]
Telephone Number *: [Redacted]
Email: [Redacted]@edu
University/College ID#: [Redacted]

Details of Issue

Brief Description *: Wireless Network Connectivity - Issue
Your Device Type that is experiencing connectivity issue:
*
 Windows Laptop
 Windows Desktop
 MacBook
 iMac
 Chromebook
 Tablet
 Cell Phone
 All Devices
 NA

Building and Room # where connectivity issue is being experienced
**[Enter "All" if not specific to one location *

Detailed Description of Issue **: [Redacted]

Possible solutions

For Wireless Network Connectivity - Issue

Capital Guest Wireless Self-Registration

For All Urgent Matters:
Please CALL the Help Desk at 614-236-6508...

ExamSoft Support Contact Information
ExamSoft 24/7 Support Contact Information

Scheduled Maintenance
IT Scheduled Maintenance hours are Sunda...

***Network**
(This item is a Category, please see articles l...

What is the ITSM & Self-Service Portal?

You'll receive an email message with your ticket number. TopDesk will assign your ticket to an IT support team and one of our IT technicians will contact you.