Online IT Help Desk Support

617-427-0060 Ext. 5555

Access the electronic Helpdesk system at work or on the Road

http://helpdesk.rcc.mass.edu

The Online Helpdesk system is operational 7 days a week

The Helpdesk Technicians are available
Monday - Friday from 8:15 AM – 8:00 PM
Saturdays from 9:00 AM – 2:00 PM

All Requests have a 24 hours turned around period

While every request is important, the IT Department reserves the rights to prioritize the requests based on volume and urgency.
Access the Helpdesk website

1. Open the internet browse
2. Type http://helpdesk or http://helpdesk.mass.edu
3. Press Enter (or click on Go icon)
4. - Type your username and password (same way that you log on to your computer at work)
5. Click on New Request
6.  
   1. Select a Category  
   2. Subject of the Request
7. Type-in your Request (Provide as much details as you can)

8. Click on Add request to complete your request
View the Status of your requests....

Check the title of your pending request.
Add note to a current request...

Open the pending request.
Click Add Notes to open the note box and type additional information.
1. You can change your personal profile by clicking on **My Details** button. Your information will help us get to you quicker...

2. Save your update by clicking on **update Details** button.