Using the Helpdesk Knowledge Base

Description

The purpose of this document is to provide the skills necessary to search the knowledge base.

Login

Accessing Help Desk Requests through myLCC

Note: You must be on campus to follow these directions.

1. Log into myLCC.
2. Click Work tab.
3. Click “Help Desk Request” located in the Employee IT Services box.

You will see a screen that looks similar to:

4. In the “Search Knowledge Base” box type in your keywords.

For example, I want to look up the profile settings for outlook. I will type: outlook settings.

5. Press Enter or click the Green Arrow.
6. Double click the article you wish to view.

7. When you are done click Close, and give the article a rating.