

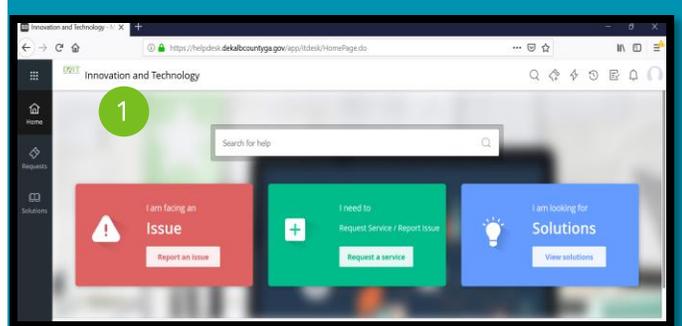
Create A Service Request

Creating Service Requests

This is an overview of the steps to create a service request for assistance. You can create a ticket by accessing the following link <https://helpdesk.dekalbcountyga.gov>

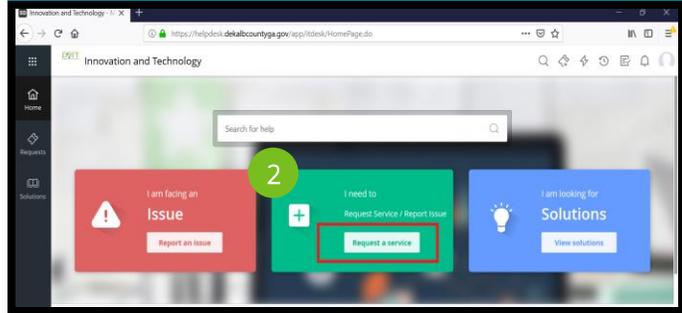
1A

Log into the DeKalb County IT Help Desk website



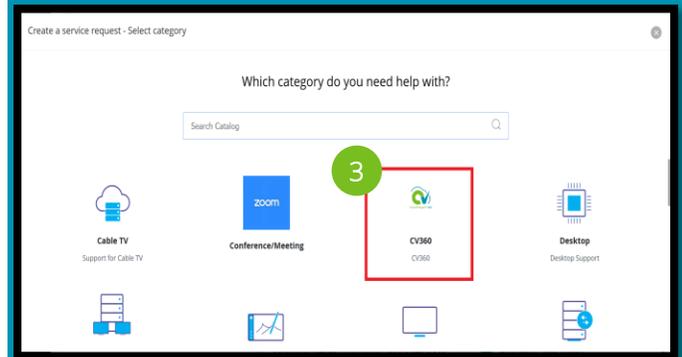
2A

Select the **Request a service** button in the green tile



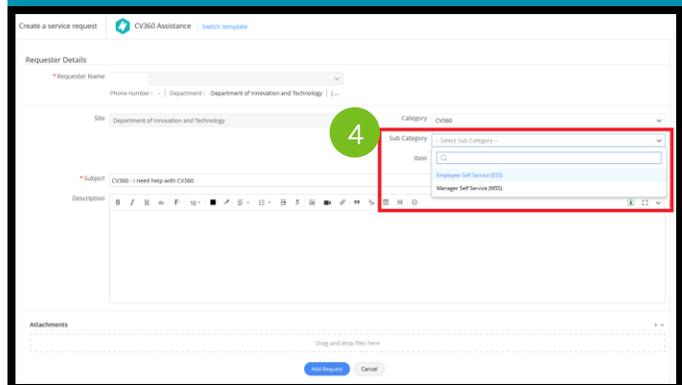
3A

Select the CV360 icon



4A

Select the **Sub Category** that corresponds with your request



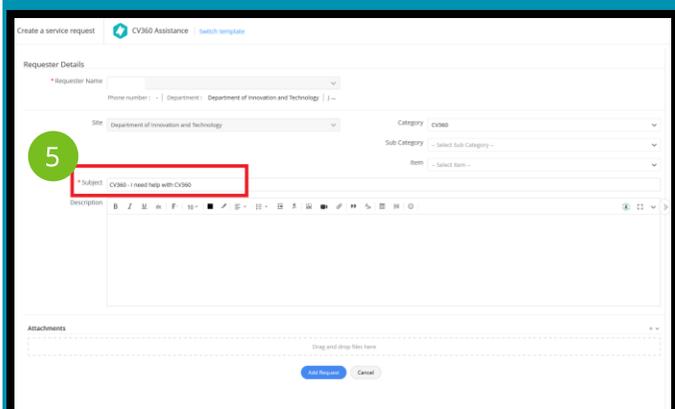
Create A Service Request

Creating service requests

This is an overview of the steps to create a service request for assistance.

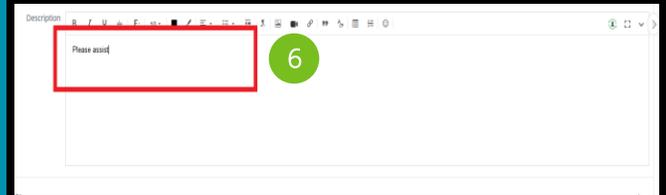
5A

Enter in the appropriate **Subject Line** for your request



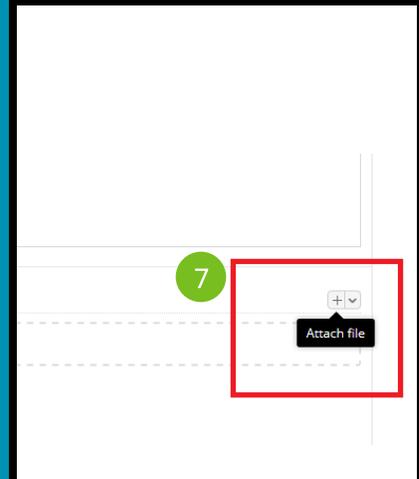
6A

In the **Description** box, enter all relevant information needed for the service request



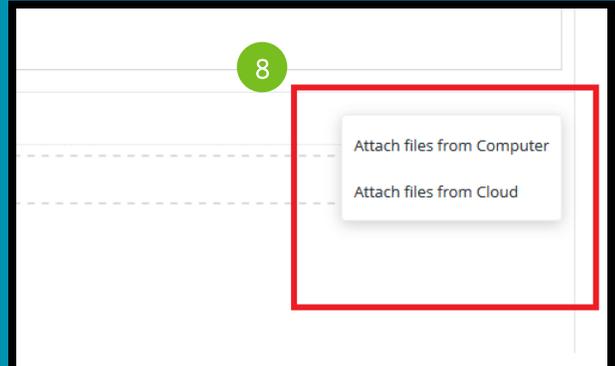
7A

Select the **+ button** inside of the Attachments area to attach a file from your computer



8A

Select the **dropdown arrow** to provide other attachment options



Create A Service Request

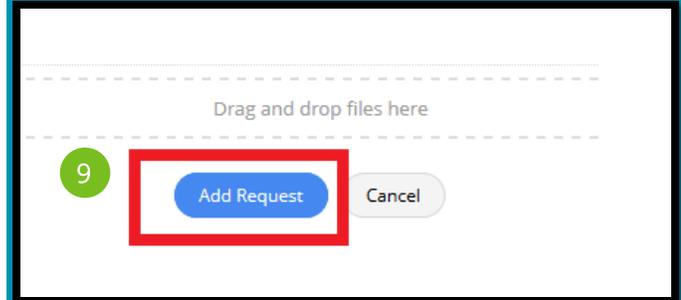
Creating service requests

This is an overview of the steps to create a service request for assistance.



Review all entered information on the screen and press the **Add Request** button to submit the Service Request

For the alternate path to completing a Service Request, please move to the next page.



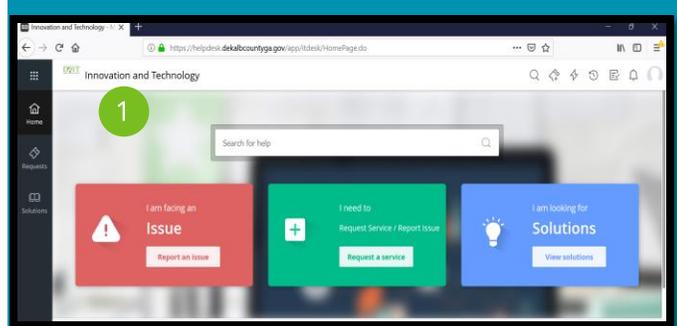
Create A Service Request

Creating service requests

This is an overview of the steps to create a service request for assistance.

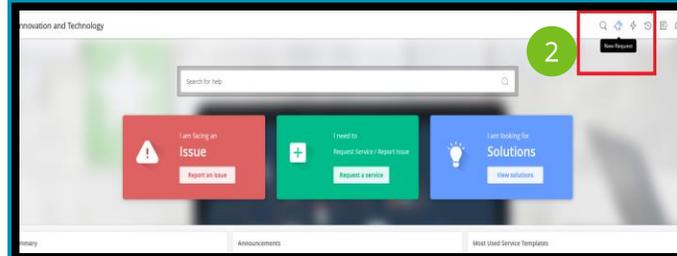
1B

Log into the DeKalb County IT Help Desk website



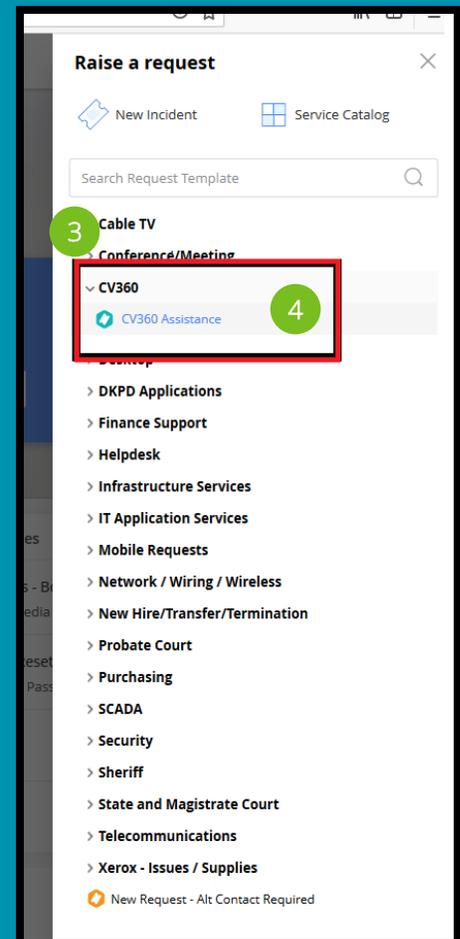
2B

Select the **ticket icon** along the top of the page



3B

Select the **CV360** tab on the window that slides out on the screen



4B

Select the **CV360 Assistance** link underneath the dropdown

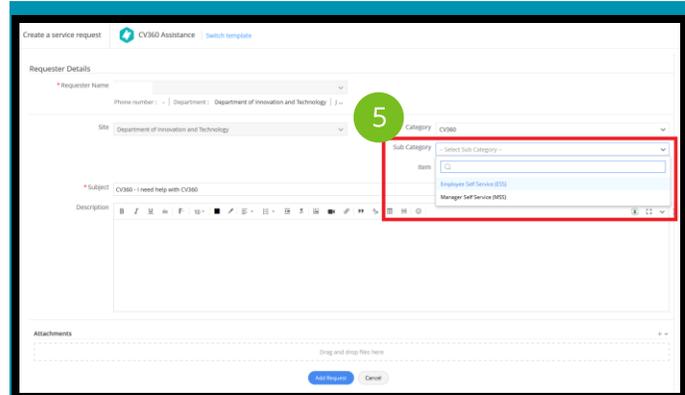
Create A Service Request

Creating service requests

This is an overview of the steps to create a service request for assistance.

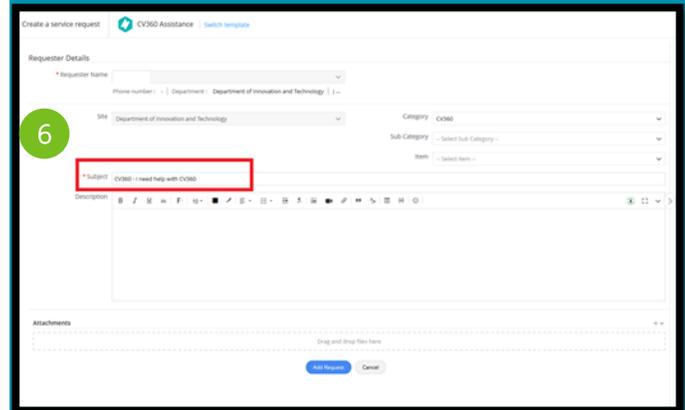
5B

Select the **Sub Category** that corresponds with your request



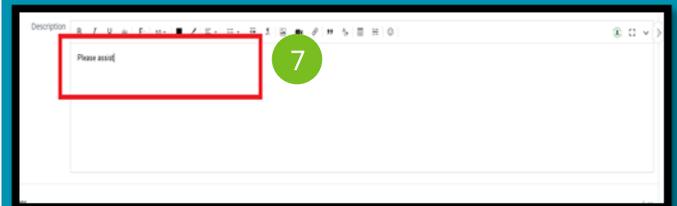
6B

Enter in the appropriate **Subject Line** for your request



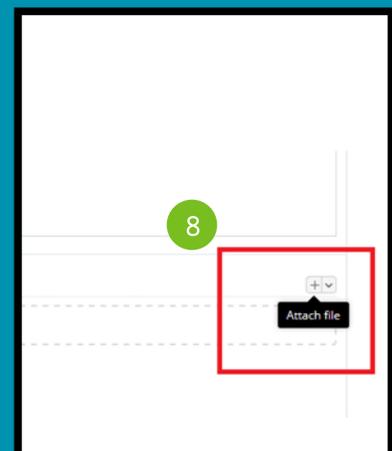
7B

In the **Description** box, enter all relevant information needed for the service request



8B

Select the **+ button** inside of the Attachments area to attach a file from your computer



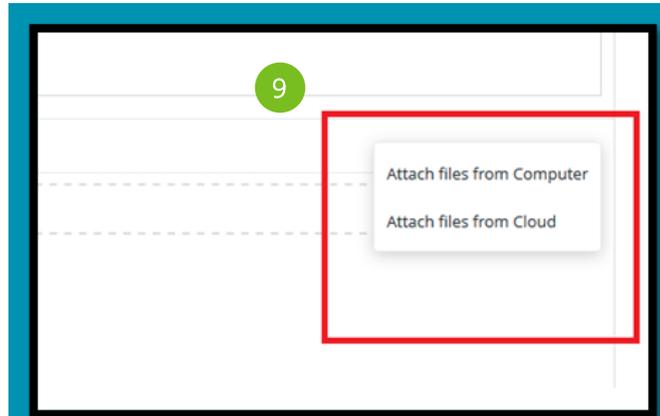
Create A Service Request

Creating service requests

This is an overview of the steps to create a service request for assistance.

9B

Select the **dropdown arrow** to provide other attachment options



10B

Review all entered information on the screen and press the **Add Request** button to submit the Service Request

