CloudVergent 360

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 <u>https://helpdesk.dekalbcountyga.gov</u>



Log into the DeKalb County IT Help Desk website





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





Select the CV360 icon





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





Creating service requests

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



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

Create a service request	CV360 Assistance Selich template		
Requester Details			
 Requester Name 	×		
	Phone number : Department of Innovation and Technology J -		
Site	Department of Innovation and Technology V Gategory Category	,	,
	Sub Category - salect Sub Category -	,	,
	Rem - Select tem -	,	,
* Subject	CV380 - I need help with CV380		
Description	B I U A F 10- ■ I F E - E X B ■ I H 0 0 0 0 0	,	
Attachments			,
	Dreg and drep fårt here		
	Att Report		



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



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



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





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

Drag and drop files here	
9 Add Request Cancel	

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

Creating service requests

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Log into the DeKalb County IT Help Desk website





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





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



Select the CV360 Assistance link underneath the dropdown







Creating service requests

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

Contractor	
Create a service request	CV360 Assistance Switch template
Requester Details	
* Requester Name	v
	Phone number: - Department: Department of Innovation and Technology]
Site	Department of Innovation and Technology Copies Category
	Sub Category
	Rem Q
• Subject	CV360 - Lineed help with CV360
Description	Manager Sett Service (MSS)
Dent point	
Attachments	+*
	Drag and drap files here
	Add Request Cancel



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