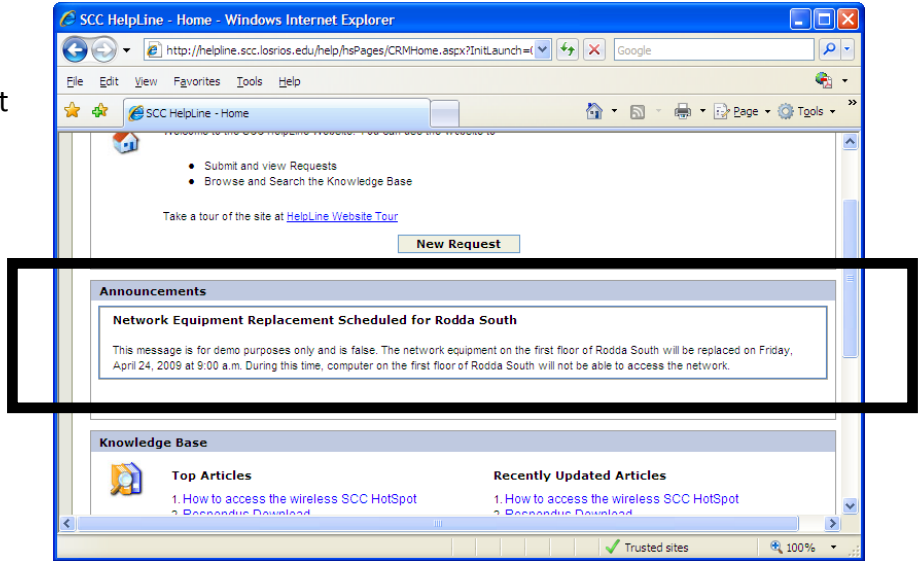


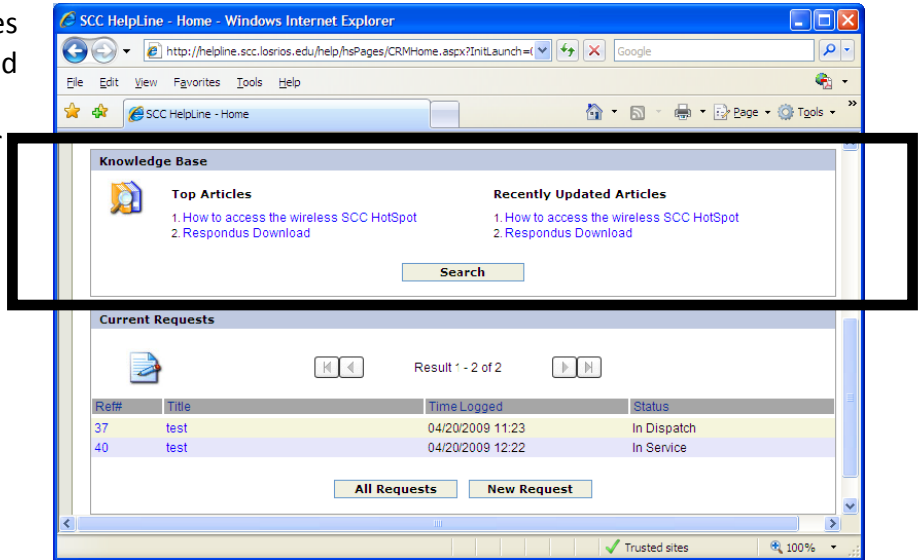
HelpLine Website Demo (printable)

Information Technology – Sacramento City College

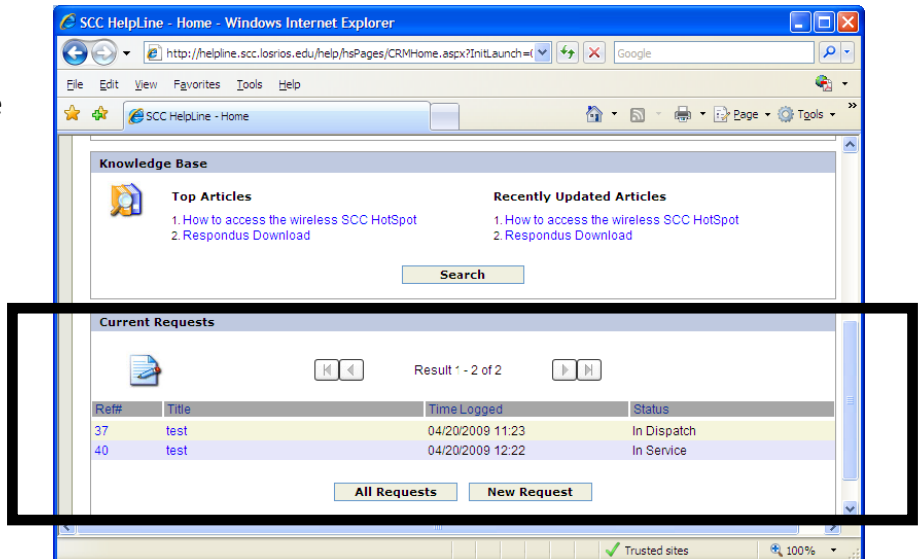
In the **Announcements** area you see Announcements that the Computer Services department posted. We will post information about scheduled and unscheduled outages.



The **Knowledge Base** is a library of articles that describe how to access resources and solve minor technical problems. The Home Page has a list of the most popular and the most recently updated articles. Click on a title to view the article.



In the **Current Requests** area you can view request you have submitted sent to the HelpLine. This section only lists those requests that you currently have open and are filled under your name. Click the reference number or title to see details about the request.



Main Navigation

Knowledge Base - Search the Knowledge Base

New Request - Log a new Request

Open Requests - View the status of all the requests you currently have open

Request History - View all the requests you have made to the SCC HelpLine since May 1, 2009

