HELP DESK TICKETS- August 1, 2017 to August 31, 2017

Ticket ID	Subject	Category	Date	Status	Priority
9106	DEC Password Reset	IT Internal Tickets / Password Reset - DEC	8/1/2017 8:59	Resolved	Normal
9107	Can not connect to SIS Modernization Training web	Desktop Support / Computer Help	8/1/2017 9:40	Resolved	Normal
9112	Reset email password Whitney Kosters	IT Internal Tickets / Password Reset -	8/1/2017 11:22	Resolved	Normal
9114	Password Reset For Kaczorowski, Jack M.	Desktop Support / Computer Help	8/1/2017 13:14	Resolved	Normal
9115	Password Reset For Rigoberto Delgadillo	IT Internal Tickets / Password Reset -	8/1/2017 13:31	Resolved	Normal
9129	SIS Password Reset	IT Internal Tickets / Password Reset - Other	8/1/2017 16:18	Resolved	Normal
9131	help John Schneider to set his password in SIS	Desktop Support / Computer Help	8/2/2017 9:32	Resolved	Normal
9132	Reset Email Password For Student Worker Angelica	IT Internal Tickets / Password Reset -	8/2/2017 10:21	Resolved	Normal
9133	Can not log in the computer	Desktop Support / Computer Help	8/2/2017 10:28	Resolved	Normal
9135	MFDs in CFS need code protected Screen.	Desktop Support / Printer(s)	8/2/2017 10:55	Resolved	Normal
9136	SIS Password Reset	IT Internal Tickets / Password Reset - Other	8/2/2017 11:35	Resolved	Normal
9143	Reset Email Password - Arrona Sarai	IT Internal Tickets / Password Reset -	8/2/2017 13:29	Resolved	Normal
9145	SIS Employee Reset - Diane Levine	IT Internal Tickets / Password Reset - Other	8/2/2017 14:32	Resolved	Normal
9148	Reset Email Password - Alice Wadiaeff	IT Internal Tickets / Password Reset -	8/2/2017 15:04	Resolved	Normal
9150	Roster Password Reset	IT Internal Tickets / Password Reset - Other	8/2/2017 15:31	Resolved	Normal
9154	Alejandro Morales SIS Employee Password Reset	Desktop Support / Computer Help	8/2/2017 15:42	Resolved	Normal
9155	Password Reset for Julie Chang	IT Internal Tickets / Password Reset -	8/2/2017 15:45	Resolved	Normal
9158	Password Reset for Sheri Lehavi	IT Internal Tickets / Password Reset -	8/3/2017 8:42	Resolved	Normal
9161	Client is unable to access office computer through VPN	Network / VPN Access	8/3/2017 8:44	Resolved	Normal
9168	Reset Email Password - Margarita Pillado	IT Internal Tickets / Password Reset -	8/3/2017 10:21	Resolved	Normal
9170	LOGIN TO COMPUTER	Desktop Support / Computer Help	8/3/2017 11:01	Resolved	Critical

9175	Reset Email Password - Kocs Constance	Desktop Support / Computer Help	8/3/2017 13:04	Resolved	Normal
9176	SIS Password Reset Request from District	IT Internal Tickets / Password Reset - Other	8/3/2017 13:27	Resolved	Normal
9177	SIS Password Reset Request from District	IT Internal Tickets / Password Reset - Other	8/3/2017 13:31	Resolved	Normal
9178	Can not submit a work order with attachment	Desktop Support / Computer Help	8/3/2017 13:41	Resolved	Normal
9179	Unlock Account of Gallay, Jonathan R	Desktop Support / Account - Other	8/3/2017 13:48	Resolved	Normal
9180	Enable account of Ryan Candlish	Desktop Support / Account - Other	8/3/2017 13:49	Resolved	Normal
9191	Jammed MFD	Desktop Support / Printer(s)	8/4/2017 8:51	Resolved	Normal
9209	Reset DEC password	IT Internal Tickets / Password Reset - DEC	8/7/2017 8:32	Resolved	Normal
9210	Helpdesk Call Pay Stub	Desktop Support / Computer Help	8/7/2017 8:34	Resolved	Normal
9211	SIS first time login instructions	Desktop Support / Computer Help	8/7/2017 9:06	Resolved	Normal
9214	Sheri Berger's Voicemail Not Working	Network / Voicemail	8/7/2017 9:12	Resolved	Normal
9221	Sean Khalif: President's WAP	Desktop Support / Computer Help	8/7/2017 9:39	Resolved	Normal
9223	Reset email password Margarita Pillado	IT Internal Tickets / Password Reset -	8/7/2017 10:31	Resolved	Normal
9224	Internet down for Marina Ibarra	Network / Troubleshoot	8/7/2017 10:39	Resolved	Normal
9228	Question about helpdesk when off campus	Desktop Support / Computer Help	8/7/2017 12:02	Resolved	Normal
9229	Unlock AD account for Kristian Macaranes	IT Internal Tickets / Password Reset -	8/7/2017 12:38	Resolved	Normal
9230	User called helpdesk for SIS login issues	Desktop Support / Computer Help	8/7/2017 13:38	Resolved	Normal
9231	Email password reset	IT Internal Tickets / Password Reset -	8/7/2017 14:22	Resolved	Normal
9232	help Jacqueline Clark to set his password in SIS	Desktop Support / Computer Help	8/7/2017 16:17	Resolved	Normal
9239	Utelogy - Room 1711	AV / Media Center / Smart Classroom	8/8/2017 10:55	Resolved	Normal
9243	Help	Desktop Support / Computer Help	8/8/2017 11:02	Resolved	Normal
9245	1001e-mfd-01 scanning problems	Desktop Support / MFD Installation / Setup	8/8/2017 11:04	Resolved	Normal
9249	No class selected error message Wesley Dunning	Desktop Support / Account - Other	8/8/2017 12:07	Resolved	Normal

9250	Reset email password Louis Tartaglia	IT Internal Tickets / Password Reset -	8/8/2017 12:12	Resolved	Normal
9251	Cash register in Cafe not working	Desktop Support / Computer Help	8/8/2017 13:18	Resolved	High
9252	Cash register in Cafe not working	Desktop Support / Computer Help	8/8/2017 13:18	Resolved	High
9253	Unlock AD account	Desktop Support / Computer Help	8/8/2017 15:16	Resolved	Normal
9255	Setup faculty user and install Computrace on PACE laptop	Desktop Support / Computer Help	8/8/2017 15:37	Resolved	Normal
9267	Pweb 404.1 error when attempting to upload a file	Web Presence / Troubleshoot	8/9/2017 9:26	Resolved	Normal
9268	Password Reset_Kathryn James	IT Internal Tickets / Password Reset -	8/9/2017 9:51	Resolved	Normal
9269	Jim Dawson SIS password reset	Desktop Support / Account - Other	8/9/2017 9:54	Resolved	Normal
9271	SIS Password reset Antoinette Simmonds	IT Internal Tickets / Password Reset - Other	8/9/2017 10:48	Resolved	Normal
9273	SIS first time login instructions	Desktop Support / Computer Help	8/9/2017 10:53	Resolved	Normal
9274	Password Reset_Allan Mundsack	IT Internal Tickets / Password Reset -	8/9/2017 10:53	Resolved	Normal
9278	SIS first time login instructions	Desktop Support / Computer Help	8/9/2017 11:24	Resolved	Normal
9281	Reset email password Shabnam Saghi Eivali	IT Internal Tickets / Password Reset -	8/9/2017 11:44	Resolved	Normal
9289	Reset email password	IT Internal Tickets / Password Reset -	8/9/2017 15:07	Resolved	Normal
9291	Email password reset	IT Internal Tickets / Password Reset -	8/9/2017 16:04	Resolved	Normal
9294	Reference VDI's starting with a cannot load settings error	Servers / Computer Lab - VDI - Library / SSB	8/10/2017 9:00	Resolved	Normal
9296	Pweb 404.1 error when attempting to upload a file	Web Presence / Troubleshoot	8/10/2017 9:20	Resolved	Normal
9297	Reset email password Anne Forkeotes	IT Internal Tickets / Password Reset -	8/10/2017 9:23	Resolved	Normal
9301	VDIs are running slow in the Reference Section of the	Desktop Support / Computer Help	8/10/2017 10:07	Resolved	Normal
9302	VDIs are running slow in the Reference Section of the	Desktop Support / Computer Help	8/10/2017 10:08	Resolved	Normal
9303	User cannot logon to computer	Desktop Support / Computer Help	8/10/2017 10:35	Resolved	Normal
9307	Surveillance System cant record	Computer Labs / Troubleshoot	8/10/2017 11:13	Resolved	High
9308	Email from field sending as special_services@piercecolleg	Desktop Support / Computer Help	8/10/2017 11:17	Resolved	Normal

9310	Reset email password Kiana Deffenbaugh	IT Internal Tickets / Password Reset -	8/10/2017 11:37	Resolved	Normal
9313	Reset email password Thomas Fortune	IT Internal Tickets / Password Reset -	8/10/2017 12:30	Resolved	Normal
9315	W drive disappeared	Desktop Support / Computer Help	8/10/2017 13:06	Resolved	Normal
9316	Email password reset	IT Internal Tickets / Password Reset -	8/10/2017 13:51	Resolved	Normal
9318	Help Logging on to People Soft SIS account	Desktop Support / Computer Help	8/10/2017 13:55	Resolved	Normal
9319	Email username and password	IT Internal Tickets / Password Reset -	8/10/2017 14:03	Resolved	Normal
9320	Unlock Pierce email account.	Desktop Support / Account - Other	8/10/2017 14:07	Resolved	Normal
9321	Password Reset For Parnell Dennis	IT Internal Tickets / Password Reset -	8/10/2017 15:06	Resolved	Normal
9322	Printer 48210-MFD-01	Desktop Support / Computer Help	8/10/2017 15:24	Resolved	High
9323	Email password reset	IT Internal Tickets / Password Reset -	8/10/2017 16:01	Resolved	Normal
9340	GoPrint Icon	Desktop Support / Event Setup / Support	8/11/2017 9:42	Resolved	Normal
9350	Password Reset Amy Sirott	Desktop Support / Computer Help	8/11/2017 11:26	Resolved	Normal
9352	Helpdesk call Wendi Mecklet	Desktop Support / Computer Help	8/11/2017 12:13	Resolved	Normal
9355	Does not receive Pay stubs in his inbox	Desktop Support / Computer Help	8/11/2017 13:31	Resolved	Normal
9369	Monarch Label Printer Issue	Desktop Support / Printer(s)	8/14/2017 11:59	Resolved	Normal
9373	Please reset student SIS password	IT Internal Tickets / Password Reset - Other	8/14/2017 13:40	Resolved	Normal
9375	SIS Password Reset	IT Internal Tickets / Password Reset - Other	8/14/2017 13:52	Resolved	Normal
9378	Please reset SIS password	IT Internal Tickets / Password Reset - Other	8/14/2017 14:53	Resolved	Normal
9379	SIS Password Reset	IT Internal Tickets / Password Reset - Other	8/14/2017 14:56	Resolved	Normal
9380	Roster Login	Desktop Support / Account - Other	8/14/2017 15:11	Resolved	Normal
9387	Client cannot log into their office computer.	Desktop Support / Computer Help	8/15/2017 8:31	Resolved	Critical
9428	Email Password Reset_Rita Streimer	IT Internal Tickets / Password Reset -	8/16/2017 12:32	Resolved	Normal
9429	SIS Password Reset_Rita Streimer	IT Internal Tickets / Password Reset - Other	8/16/2017 12:34	Resolved	Normal

9458	Email password reset	IT Internal Tickets / Password Reset -	8/17/2017 16:04	Resolved	Normal
9464	User needs assistance to login to PeopleSoft SIS Account	Desktop Support / Computer Help	8/18/2017 11:13	Resolved	Normal
9542	Password Reset_Melinda Ung	IT Internal Tickets / Password Reset -	8/23/2017 8:44	Resolved	Normal
9543	Reset User SIS Password_Melva Giles	IT Internal Tickets / Password Reset - Other	8/23/2017 8:52	Resolved	Normal
9545	Email password reset	Desktop Support / Computer Help	8/23/2017 9:29	Resolved	Normal
9547	SIS password setup and walker through	Desktop Support / Computer Help	8/23/2017 9:32	Resolved	Normal
9553	Password Reset for Dustin Lehren	IT Internal Tickets / Password Reset - Other	8/23/2017 13:19	Resolved	Normal
9561	Phone does not work at 2304	Network / Phone - Troubleshoot	8/24/2017 8:21	Resolved	Normal
9563	SIS Password Reset_Thomas Fortune	IT Internal Tickets / Password Reset - Other	8/24/2017 8:23	Resolved	Normal
9564	User could not login to her PC.	IT Internal Tickets / Password Reset -	8/24/2017 8:36	Resolved	Normal
9565	User could not login to her PC.	IT Internal Tickets / Password Reset -	8/24/2017 8:36	Resolved	Normal
9567	User's M&O Work Requests tickets ownership being	Web Presence / Troubleshoot	8/24/2017 9:13	Resolved	Normal
9569	SIS Access Gregory Travis	Desktop Support / Account - Other	8/24/2017 9:36	Resolved	Normal
9570	User cannot send with alternate email (	Desktop Support / Computer Help	8/24/2017 9:36	Resolved	Normal
9574	Employee SIS Password Reset_Thi Nguyen	IT Internal Tickets / Password Reset - Other	8/24/2017 11:00	Resolved	Normal
9583	Update Java	Desktop Support / Software Request	8/24/2017 12:08	Resolved	Normal
9589	SIS Password Reset for Jerard Burkhart	IT Internal Tickets / Password Reset - Other	8/24/2017 13:55	Resolved	Normal
9590	Password Reset_Brian Pierson	IT Internal Tickets / Password Reset -	8/24/2017 13:55	Resolved	Normal
9591	Please reset SIS password	IT Internal Tickets / Password Reset - Other	8/24/2017 13:59	Resolved	Normal
9592	Please reset login password	IT Internal Tickets / Password Reset - Other	8/24/2017 14:02	Resolved	Normal
9594	Please reset SIS password	IT Internal Tickets / Password Reset - Other	8/24/2017 14:05	Resolved	Normal
9598	Microsoft Office is not working	Desktop Support / Computer Help	8/24/2017 14:39	Resolved	Normal
9603	Password Reset for Judith Bagg	IT Internal Tickets / Password Reset -	8/24/2017 15:22	Resolved	Normal

9604	Password Reset for Susan Armenta	IT Internal Tickets / Password Reset -	8/24/2017 15:23	Resolved	Normal
9605	DEC is not working	Desktop Support / Account Request - DEC	8/24/2017 15:27	Resolved	Normal
9611	Install 1000-MFD-01 for Lynda Toth	Desktop Support / MFD Installation / Setup	8/24/2017 15:56	Resolved	Normal
9616	User cannot logon to DEC	Desktop Support / Computer Help	8/25/2017 8:35	Resolved	Normal
9617	Users cannot Access DEC	Desktop Support / Account Request - DEC	8/25/2017 9:12	Resolved	Normal
9618	Users cannot Access DEC	Desktop Support / Account Request - DEC	8/25/2017 9:12	Resolved	Normal
9628	Users cannot access "Z-Drive" Calworks Folder	Desktop Support / Account - Other	8/25/2017 10:07	Resolved	Normal
9630	Password Reset_Carrie Reed	IT Internal Tickets / Password Reset -	8/25/2017 12:05	Resolved	Normal
9631	Cannot Print To 1024 Wide Format Printer	Desktop Support / Printer(s)	8/25/2017 12:29	Resolved	Normal
9633	New Adjunct Pierce user and password and SIS user and	Desktop Support / Account Request - Email	8/25/2017 13:39	Resolved	Normal
9635	Can not send email from Adultinfo account	Desktop Support / Computer Help	8/25/2017 14:26	Resolved	Normal
9637	Password Reset for Robert Hart	IT Internal Tickets / Password Reset -	8/25/2017 14:32	Resolved	Normal
9648	Reset Email Password - Dorlah Lawrence	IT Internal Tickets / Password Reset -	8/28/2017 8:11	Resolved	Normal
9651	Reset Email Password - Dorlah Lawrence	IT Internal Tickets / Password Reset -	8/28/2017 8:57	Resolved	Normal
9653	Password Reset_Yvonne Grigg	IT Internal Tickets / Password Reset -	8/28/2017 9:06	Resolved	Normal
9655	Reset Email Password - Catherine Tirr	IT Internal Tickets / Password Reset -	8/28/2017 9:24	Resolved	Normal
9656	User is unable to print class roster	Desktop Support / Computer Help	8/28/2017 9:28	Resolved	Normal
9658	SIS Employee Reset - Carlos Rosas	Desktop Support / Account - Other	8/28/2017 9:40	Resolved	Normal
9663	Reset Email Password - Kathleen Boddicker	Desktop Support / Account Request - Email	8/28/2017 10:19	Resolved	Normal
9664	Unable To Access Web Mail From Pierce Link	Desktop Support / Computer Help	8/28/2017 10:32	Resolved	Normal
9666	Network Issue Unable To Access Email Due To Cable	Network / Troubleshoot	8/28/2017 10:51	Resolved	Normal
9669	PCR Using SAP Or SIS	Desktop Support / Computer Help	8/28/2017 11:13	Resolved	Normal
9675	SIS Employee Reset - Thomas Putnam	Desktop Support / Account - Other	8/28/2017 11:45	Resolved	Normal

9691	SIS Password Reset for Kevin J Bessenbacher	Desktop Support / Account - Other	8/28/2017 13:08	Resolved	Normal
9692	SIS first time login help for Michael Schilf	Desktop Support / Computer Help	8/28/2017 13:10	Resolved	Normal
9694	Call about SAP login lockout	Desktop Support / Computer Help	8/28/2017 13:15	Resolved	Normal
9702	1501 Robert Hart E-Mail Password Reset	Desktop Support / Account Request - Email	8/28/2017 16:42	Resolved	Normal
9703	3416C John Schneider iMAC Printing And OWA	Desktop Support / Computer Help	8/28/2017 16:46	Resolved	Normal
9705	Mark Johnson Called About SIS	Desktop Support / Computer Help	8/28/2017 17:09	Resolved	Normal
9707	Robert Kim SIS Default Email Is Mission	Desktop Support / Computer Help	8/28/2017 17:47	Resolved	Normal
9708	1003B Lucine Tadevosyan Need Utelogy Assistance	Desktop Support / Computer Help	8/28/2017 18:59	Resolved	Normal
9712	Reset Email Password - Jennifer Martinez	Desktop Support / Account Request - Email	8/29/2017 9:03	Resolved	Normal
9719	PCs Not Getting Network Connection	Desktop Support / Computer Help	8/29/2017 9:28	Resolved	High
9723	Reset Email Password - Lakashia Newsome	Desktop Support / Account Request - Email	8/29/2017 9:41	Resolved	Normal
9725	SIS password reset	IT Internal Tickets / Password Reset - Other	8/29/2017 9:58	Resolved	Normal
9726	Reset Email Password - Veronica Hartmann	Desktop Support / Account Request - Email	8/29/2017 10:05	Resolved	Normal
9727	Email Password Reset_Rodolfo Covarrubias	IT Internal Tickets / Password Reset -	8/29/2017 10:15	Resolved	Normal
9732	SIS Employee Reset - Malcolm Potter	Desktop Support / Account - Other	8/29/2017 10:43	Resolved	Normal
9736	Unable to view Roster gets an error message	Desktop Support / Account - Other	8/29/2017 10:59	Resolved	Normal
9737	Client called with questions regarding their LAPC email	Desktop Support / Computer Help	8/29/2017 11:09	Resolved	Normal
9738	Reset SIS Password for Ali Naddafpour	IT Internal Tickets / Password Reset - Other	8/29/2017 11:10	Resolved	Normal
9744	In SIS cannot access other classes.	Web Presence / Troubleshoot	8/29/2017 11:16	Resolved	Normal
9745	IT Helpdesk call regarding phone issue	Network / Voicemail	8/29/2017 11:37	Resolved	Normal
9747	SIS Employee Reset - Christopher Chin	Desktop Support / Account - Other	8/29/2017 11:52	Resolved	Normal
9748	SIS Employee Reset - Fatima Suleman	Desktop Support / Account - Other	8/29/2017 11:57	Resolved	Normal
9752	Internet is down for PC in 8110	Desktop Support / Computer Help	8/29/2017 13:27	Resolved	Critical

9753	Email blast requested to let faculty know SIS is down.	Desktop Support / Computer Help	8/29/2017 13:29	Resolved	Normal
9754	Email blast requested to let faculty know SIS is down.	Desktop Support / Computer Help	8/29/2017 13:29	Resolved	Normal
9755	add 1001E printer for Joleen Voss-Rodriguez	Desktop Support / Printer(s)	8/29/2017 13:32	Resolved	Normal
9780	The network for the desktop is disconnected.	Desktop Support / Computer Help	8/30/2017 9:08	Resolved	High
9781	No internet connection	Network / Troubleshoot	8/30/2017 9:27	Resolved	Normal
9783	User's Keyboard not working	Desktop Support / Computer Help	8/30/2017 9:29	Resolved	Normal
9787	Autocad License Not Found	Desktop Support / Computer Help	8/30/2017 10:13	Resolved	Normal
9789	Reset Email Password - Kimberly Castillo	Desktop Support / Account Request - Email	8/30/2017 10:41	Resolved	Normal
9794	Please help Ken Govers with SIS password reset	IT Internal Tickets / Password Reset - Other	8/30/2017 11:32	Resolved	Normal
9796	Reset Email Password - Stephen Piazza	Desktop Support / Account Request - Email	8/30/2017 11:35	Resolved	Normal
9803	SIS Password Reset for Linda Susan Diehl	IT Internal Tickets / Password Reset - Other	8/30/2017 13:15	Resolved	Normal
9805	Reset DEC password Charles Austin	IT Internal Tickets / Password Reset - DEC	8/30/2017 13:22	Resolved	Normal
9807	Reset SIS password Maureen Feldman	IT Internal Tickets / Password Reset - Other	8/30/2017 13:35	Resolved	Normal
9811	No ringback tone on extension 2879	Network / Phone - Troubleshoot	8/30/2017 14:32	Resolved	Normal
9813	Reset SIS Password Linda Diehl	IT Internal Tickets / Password Reset - Other	8/30/2017 14:35	Resolved	Normal
9816	PACE Fatima Suleman DEC Password Reset	Desktop Support / Account Request - DEC	8/30/2017 17:29	Resolved	Normal
9817	Jack Ahrens E-Mail Password Reset	Desktop Support / Computer Help	8/30/2017 17:39	Resolved	Normal
9820	Remove Shoretel add-on in outlook	Desktop Support / Computer Help	8/31/2017 9:22	Resolved	Normal
9828	SIS Employee Reset - DAVID PARKER	Desktop Support / Account - Other	8/31/2017 11:55	Resolved	Normal
9833	Web page access for Industrial Technology	Web Presence / Update Page(s)	8/31/2017 14:19	Resolved	Normal
9835	SIS Test	IT Internal Tickets / Password Reset - Other	8/31/2017 14:47	Resolved	Normal
9836	User information is incorrect in Pierce College Phone	Desktop Support / Computer Help	8/31/2017 14:49	Resolved	Normal
9845	Projector Bulb needs to be replaced in CFS 91104	AV / Media Center / Projector - Replace Bulb	8/31/2017 15:25	Resolved	Normal

9847	Password Reset_Pamela Perez	IT Internal Tickets / Password Reset -	8/31/2017 15:28	Resolved	Normal
9848	User needs directions on how to add Pierce Email to	Desktop Support / Account - Other	8/31/2017 16:54	Resolved	Normal
9851	User cannot access SIS website	IT Internal Tickets / Password Reset - Other	8/31/2017 17:34	Resolved	Normal
9852	Aric Eidadu SIS Password Reset	Desktop Support / Account - Other	8/31/2017 19:01	Resolved	Normal