

COVID-19 Information and Resources (<https://www.riohondo.edu/student-health-services/coronavirus/>)

# Information Technology Helpdesk

**Call the Help Desk for technical support: 562-463-3740**

Click here to Open  
a technology request



(<http://helpdesk.riohondo.edu>)

We support you through our help desk system. Please call, send e-mail, or log-in to submit a ticket.

Please include the following information in your help desk request.

- Location
- Contact Information
- Detailed description of the problem

## Help Desk Management System

ITS logs and tracks support requests through an online system called the Help Desk Management System. Once you login you will be able to create new tickets or track the status of existing tickets.

Log-in with your network account (this is the same account you log-in to your computer with and check your e-mail).

**Please sign in to create a new help request**

Username:

Password:

Create a new ticket right from the site by entering a title and description of the problem. You can even attach screen shots or other support documents. This works even when your e-mail isn't working.

**For help with an IT issue you are experiencing, please complete the form below.**

Summary:

Description:

Optional Attachment:  no file selected [clear attachment](#)

A list of your open tickets will be on the same page and will include the ticket status and any comments from ITS staff. You will be able to check on the status or add status updates to the ticket.