ACCESS

• ithelp.gov.vc

• Click Sign In
• Click **Register**
ENTER DETAILS

• Fill in all fields marked in red.
What can I do?

- submit support tickets (request for a problem to be resolved) to the system
- check for updates on tickets I have submitted
- search and read Knowledge Base articles

**NOTE:** *You should NOT submit a ticket for someone else unless you are an ITSD Technician.*
Submitting Tickets
NEW TICKET

- [ithelp.gov.vc](ithelp.gov.vc)
- Click **New Ticket**
Please ensure that you use a short descriptor in the subject area, and describe your issue clearly in Ticket Details. Ensure that you fill in your Ministry, Department, and Name.

Try to select an appropriate category for your issue/request. If in doubt, choose Troubleshooting.

If this is your first time please read: Manual

Subject:

Ticket details

Troubleshooting ▼ priority - Normal ▼

* Ministry: Ministry of Finance, Economic Planning, Sustainable Development and Information Technology ▼

* Department: ITSD ▼

* Contact Person/Owner: Contact Person/Owner

* Contact Number/Ext: Contact Number/Ext.

Submit
Tickets

- You must fill in the ticket fields, namely: Subject, Ticket Details, Ticket Category and Priority.

- You can also attach any picture/screenshot of the issue, or any related document

- You can choose from a dropdown list: Ministry & Department
  - The defaults are Ministry of Finance... and ITSD, so please choose YOUR MINISTRY/DEPARTMENT.

- You then type YOUR name and WORK contact number

- **All fields are required.**
Enter your ticket details:
What happened?
When and where did it occur?
What did you do before the problem occurred?

Ticket category

Troubleshooting

* Ministry

Ministry of Finance, Economic Planning, Sustainable Development and Information Technology

* Department

ITSD

* Contact Person/Owner

Contact Person/Owner

* Contact Number/Ext.

Contact Number/Ext.

Attach a screenshot or photo (optional)

YOUR name & WORK number

Submit
Thank you for submitting your ticket to our helpdesk. One of our support gurus will get back to you with more information shortly.

--Your ticket--

remote test

http://ithelp.gov.vc/User/AutoLogin?username=george.springer610gmail.com&email=george.springer610@gmail.com&userHash=0e2c502e766834391f49477f501509a9&ReturnUrl=http%3a%2f%2fithelp.gov.vc%2fTicket%2f54

NOTE: When replying to this email please leave the subject-line intact.
Knowledge Base

(FAQs)
Type in your search keyword below.

Search Knowledge base...

Government Network \ Network Issues  (1 articles)
  › Internet Connection
    Monday, September 4, 2017
    View all

    first time (1) helpdesk (1) issue (1) issues (1) reporting (1) user (1)

Other(General) \ Troubleshooting  (2 articles)
  › Using the Helpdesk (Client)
    Updated: Sunday, February 4, 2018
  › General Troubleshooting
    Updated: Tuesday, September 5, 2017
    View all

Haven't found the answer? Contact our support... or Login
Knowledge Base

• The knowledge base is a collection of articles that are meant to help you **troubleshoot** IT problems on your own, or **find answers to questions** that you might have.

• These articles are available without logging in.

• Just type in your keyword, or click a category
Checking for Updates
This page shows a list of tickets you're allowed to see in the current view. Currently no tickets were found or you do not have enough permissions. You can try submitting a new ticket.
Ticket Status

• Each ticket has a status. This indicates the progress of the issue that is being tracked.

• New – a ticket was submitted but none of the technicians have replied or taken it over as yet.

• In progress – these tickets are in the process of being resolved – technicians should be interacting with the ticket submitter.

• Closed – the ticket has been resolved and closed. Closed tickets can be reopened, in which case they go back to the "In progress" status.
Ticket Details

Remote test
remote test

#64
New

Priority: Normal
Category: Other(General) / Troubleshooting
From: client
Assigned to: client
Date: 10/4/2017 4:11 AM
Due:
Start date:
Close Date:

client: New ticket submitted

Ministry of Economic Planning.
Editing your profile
1. Click on user name
2. Click **Edit**

<table>
<thead>
<tr>
<th>Type</th>
<th>Regular user</th>
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</tr>
<tr>
<td>Language</td>
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</table>
3. Make changes

NOTE:
Make sure to change your helpdesk password every 3 months.
Thank You
For using ITSD Helpdesk