

## How to Submit a DoDDS-E Service Request



Find the Service Desk Icon on your desktop.  
Double click your mouse button.

**OR**

If you do not have the icon on your desktop,  
open Internet Explorer and type in  
<http://servicedesk.eu.dodea>

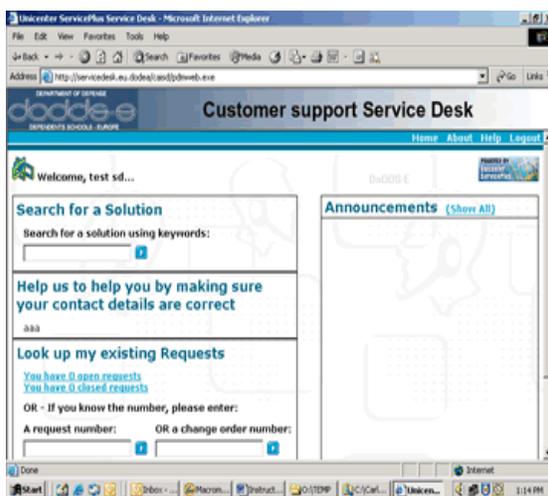
Welcome to the  
DoDDS - Europe IT Division  
Service Desk

Please enter your Windows AD UserID and Password to Log in  
e.g. **firstname.lastname@eu.dodea**

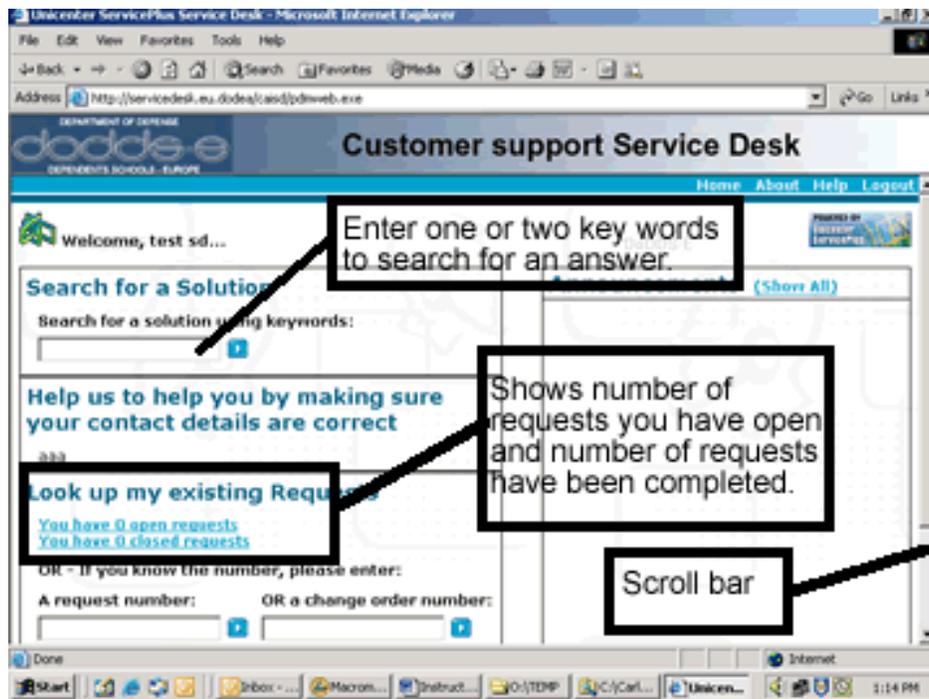
Username

Password

The screen at the left will appear. If you have a new login this school year and your new login name is similar to Firstname.Lastname, log into the service desk by typing in your user name as [Firstname.Lastname@eu.dodea](mailto:Firstname.Lastname@eu.dodea). Press <TAB> and type in your current password. Press <Return>. If your school is still using your old login (i.e. WatsonC) and not your new one (i.e. Carla.Watson), you should have received an email from the Service.Desk with a login name and password to use for the Service Desk. If you do not have this information, ask your ET for assistance.



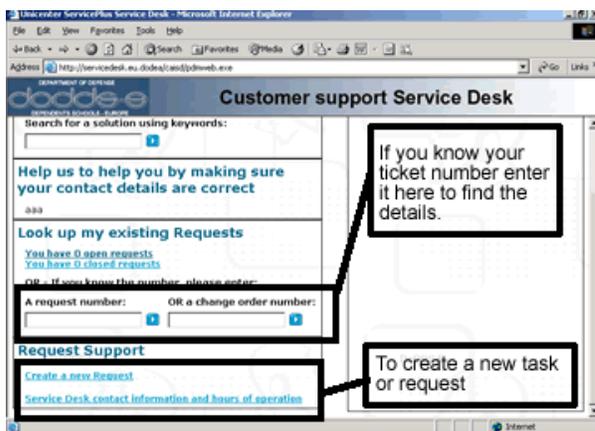
This is the screen you will see when you first log into the service desk.



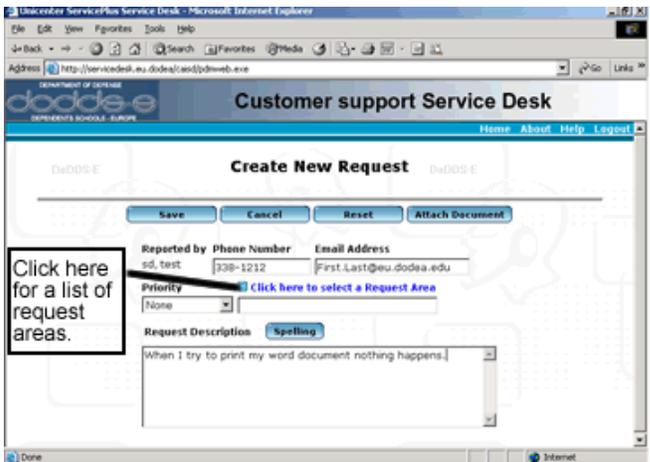
[Search for a solution.](#) This is where you try to find your own solution. Example- My computer is no longer printing to my printer. You can search for possible, easy solutions that you can do yourself.

[Look up my existing Requests.](#) This tells how many requests you have open and how many have been completed. If you click on either one, it will give you more details about the status of your requests. After viewing the details, click on the back arrow of your browser (Internet Explorer, Netscape) to return to this page.

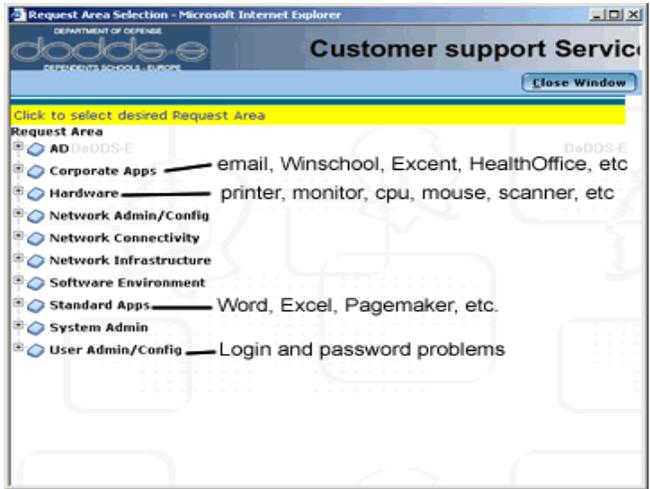
Use the [Scroll Bar](#) to move to the bottom of the page.



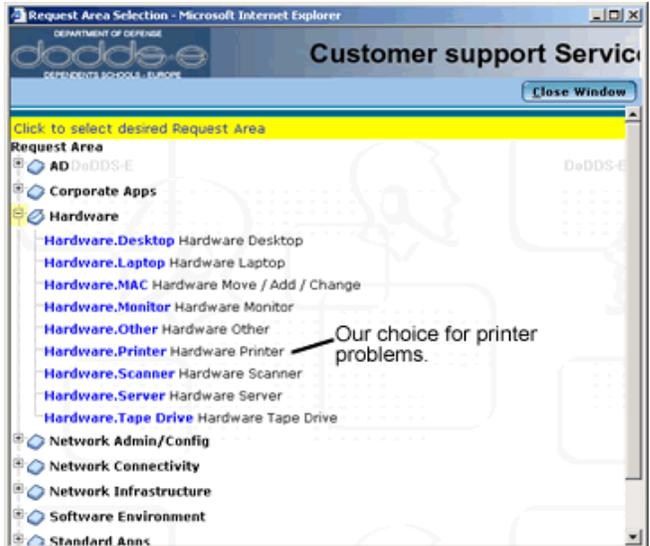
If you have a previous request and you know the number assigned to the request, you may type it in here to find out the status of that request. To create a new request, click on [Create a new Request](#). Or to find out how to contact the Service Desk and hours of operation click on [Service Desk Contact information and hours of Operation](#).



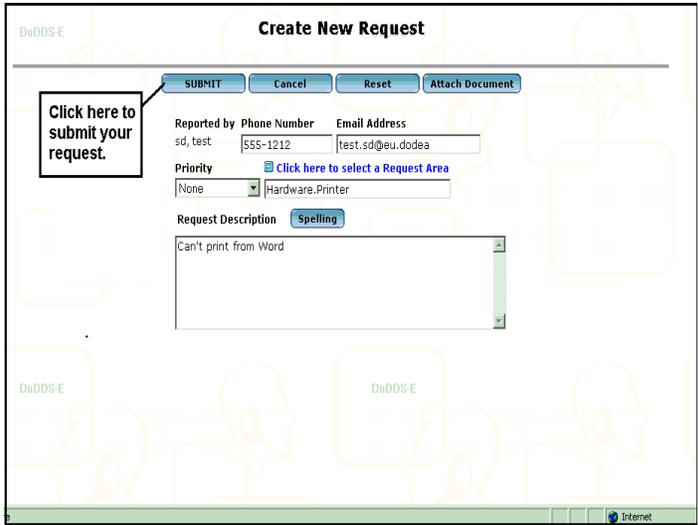
Enter a phone number to that can be used to contact you, your email address, and a brief description of the request. Please give specific details and what you have done to try to correct the problem. Click on the small green + for a selection of choices for your [Request Area](#).



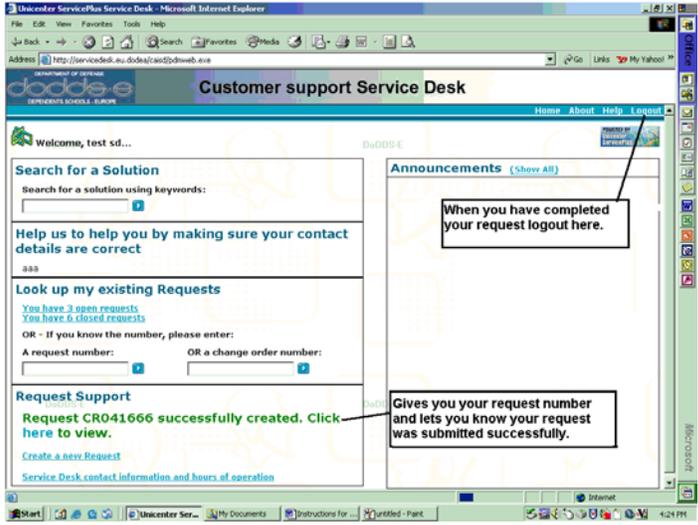
The screen at the left will appear. There are four main topics the average user will select. They are [Corporate Apps](#) (WinSchool, eClass grades, Attendance, Health Office, Citrix, DAPS), [Hardware](#) (any kind of computer equipment), [Standard Apps](#) (Word, Excel, Outlook, etc), and [User Admin/Config](#) (problems with logins, passwords, etc). Click on the + at the left to expand the selection.



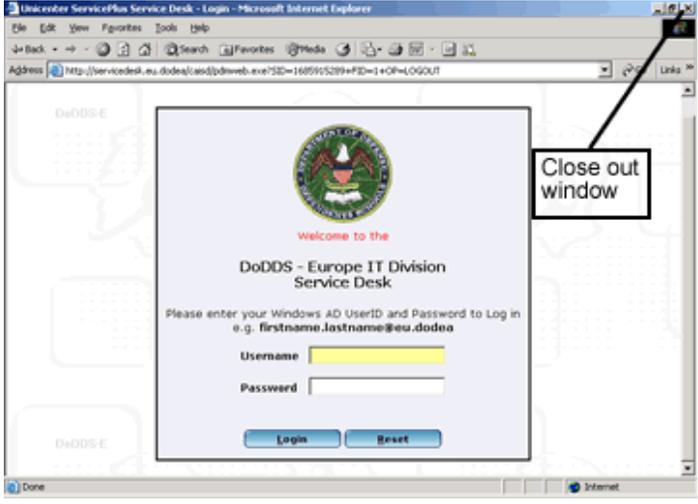
Another list of selections will drop down with more detailed choices. Make your selection by using your mouse to double click on your choice.



Point and click on **Submit** to submit your request. Once you have submitted your request, you will go back to the homepage.



In green you will see your **Request** number. You may want to make a note of this for future reference. When you have completed all you want to do click on **Logout**.



Congratulations! You have now submitted your first Service Desk Request to DoDDS-E Service Desk. Close the window by clicking on the X in the right hand corner of your screen.