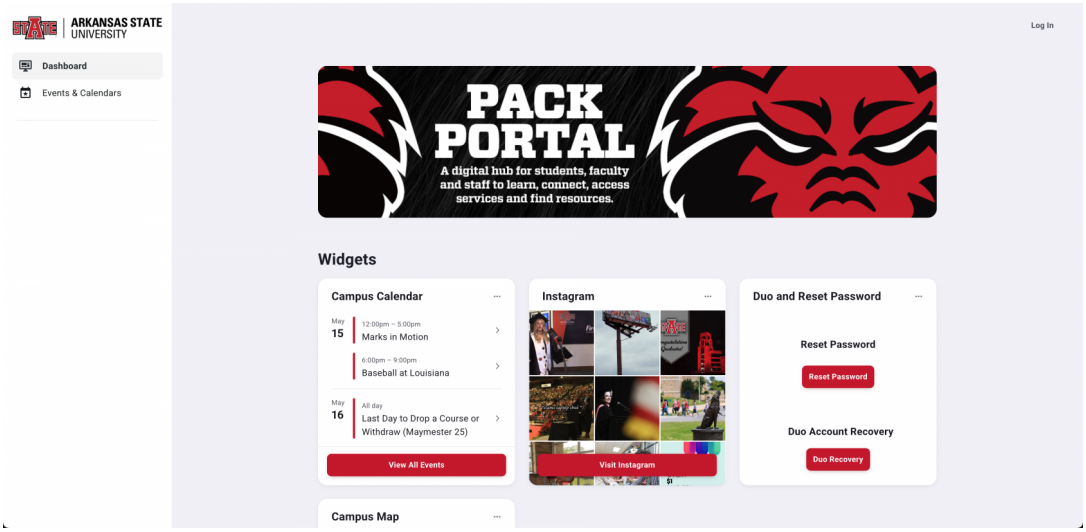
How to Submit a Help Desk Ticket

If you experience issues or errors when trying to login to the **AStateConnect** network, please try forgetting the Wi-Fi network and trying to reconnect. There are instructions on how to do this for various different devices below.

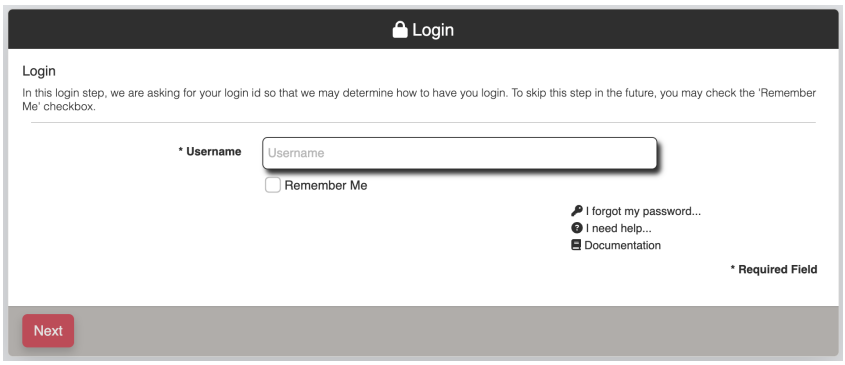
If you did not receive or cannot find your **Home@AState** password or if you are experiencing networking issues within your dorm, submit a Help Desk Ticket so we can help you get this matter resolved. Here are the instructions for this:

1. Go to [pack.astate.edu.](pack.astate.edu)

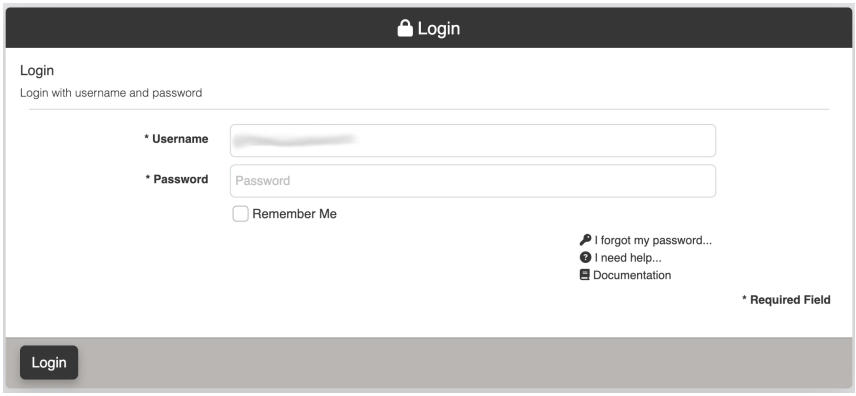


2. Click **Log In** on the top right corner of the screen.

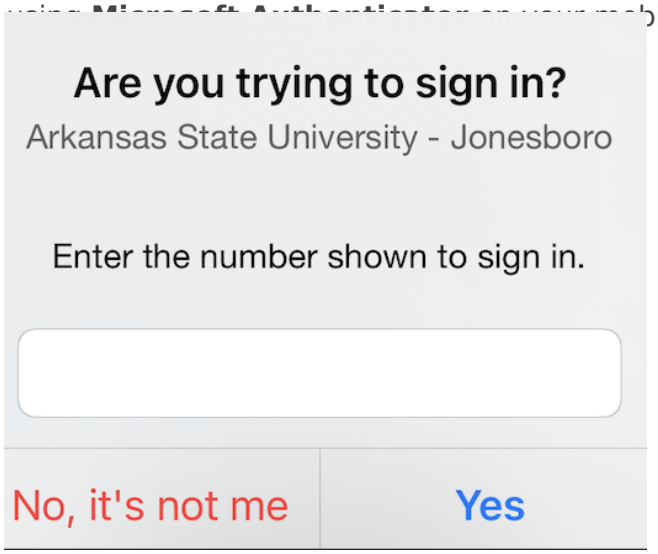
3. Enter your full A-State email address and click **Next**.

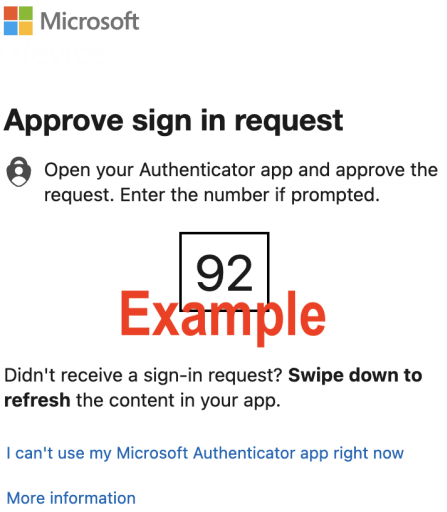


4. Enter your A-State password and click **Login**.

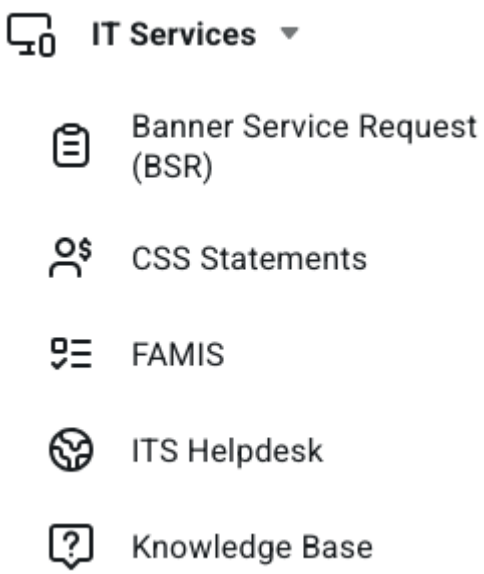


5. Authenticate using **Microsoft Authenticator** on your mobi



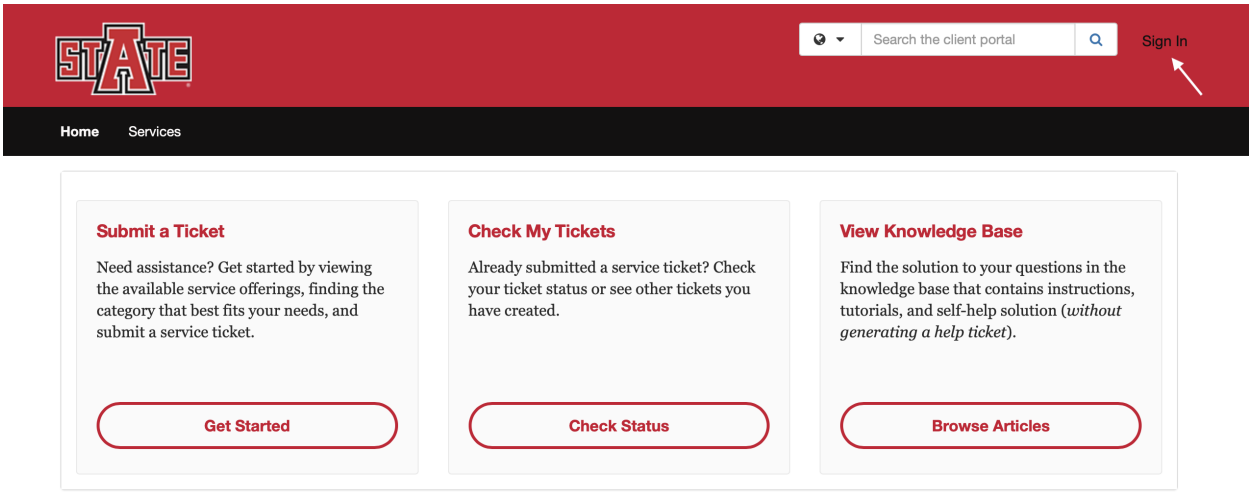


6. Click **IT Services** on the left.

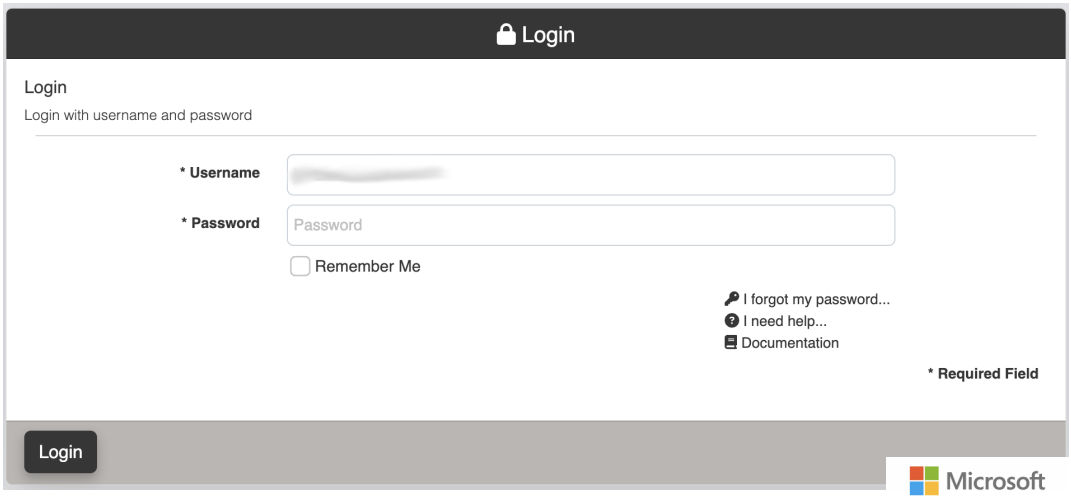


7. Click **ITS Helpdesk**.

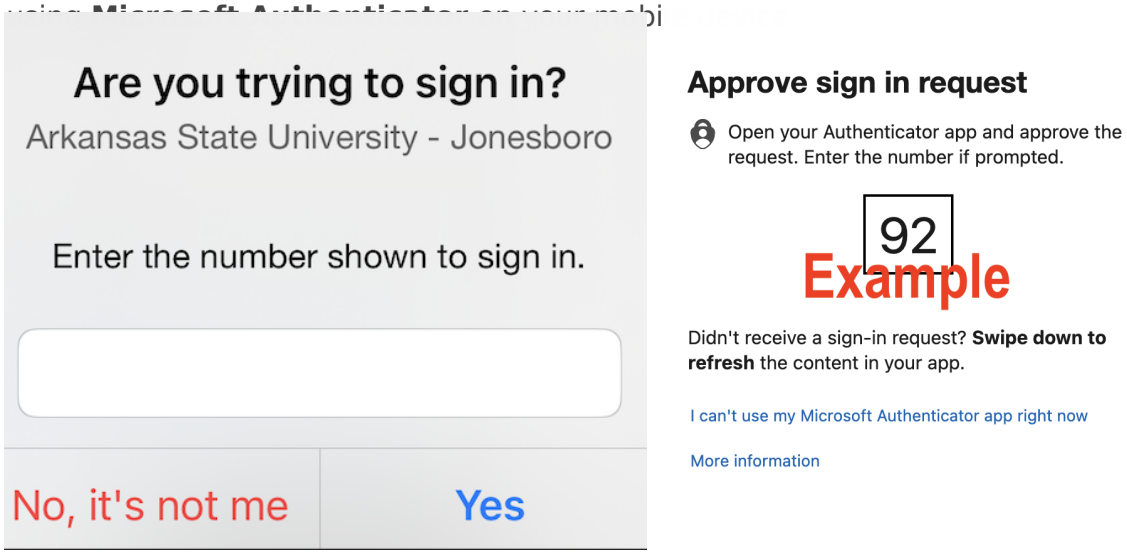
5. If not already, click on **Sign In** located at the top right of the screen.



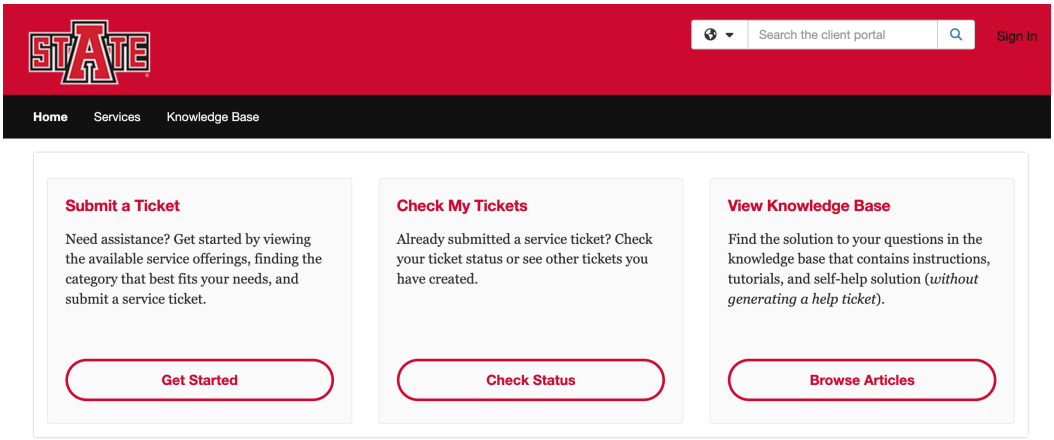
6. Enter your full A-State email address and password and click **Login**.



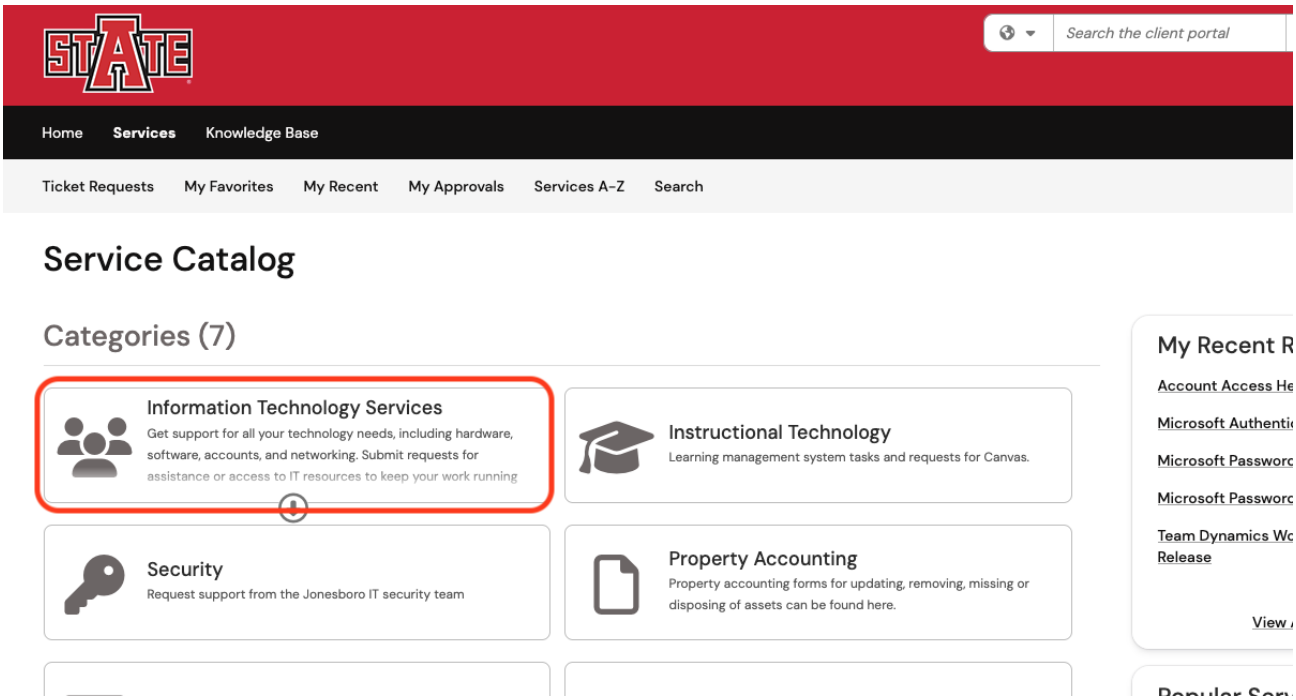
7. Authenticate using **Microsoft Authenticator** on your mobi



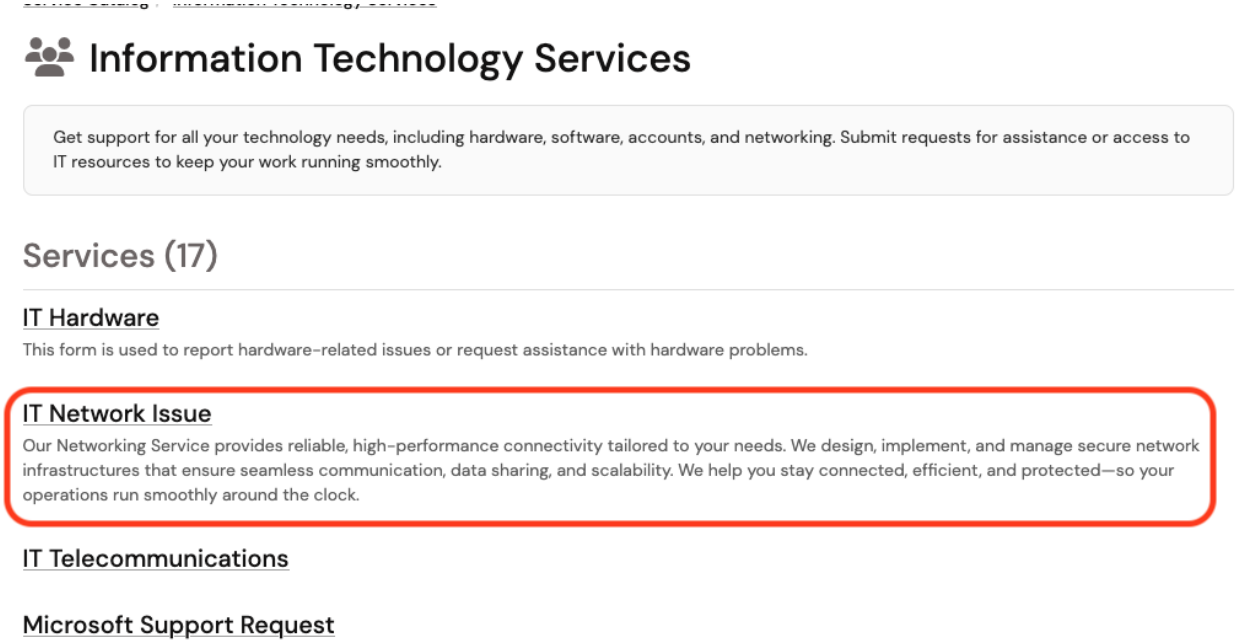
8. Click on **Get Started**.



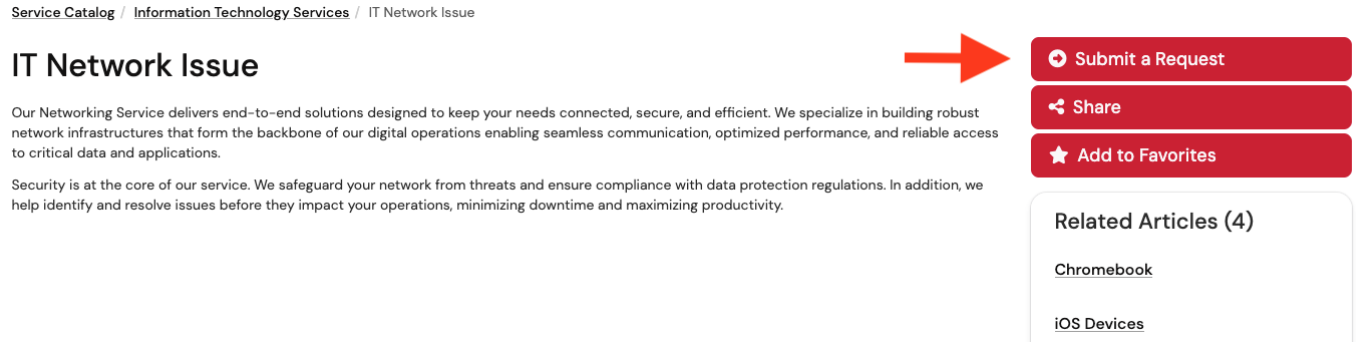
9. Note the categories of issues that you can submit a ticket for. For this example, click on **Information Technology Services**.



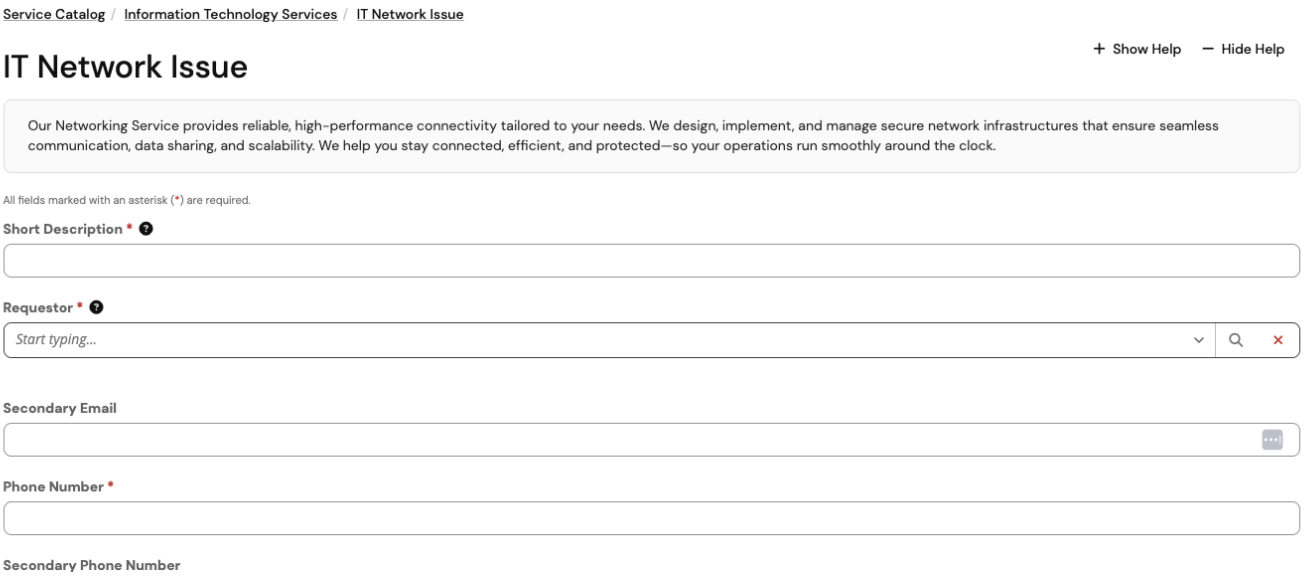
10. Here you would choose the option that closest matches the issue you are currently having. For this example, click **IT Network Issue**

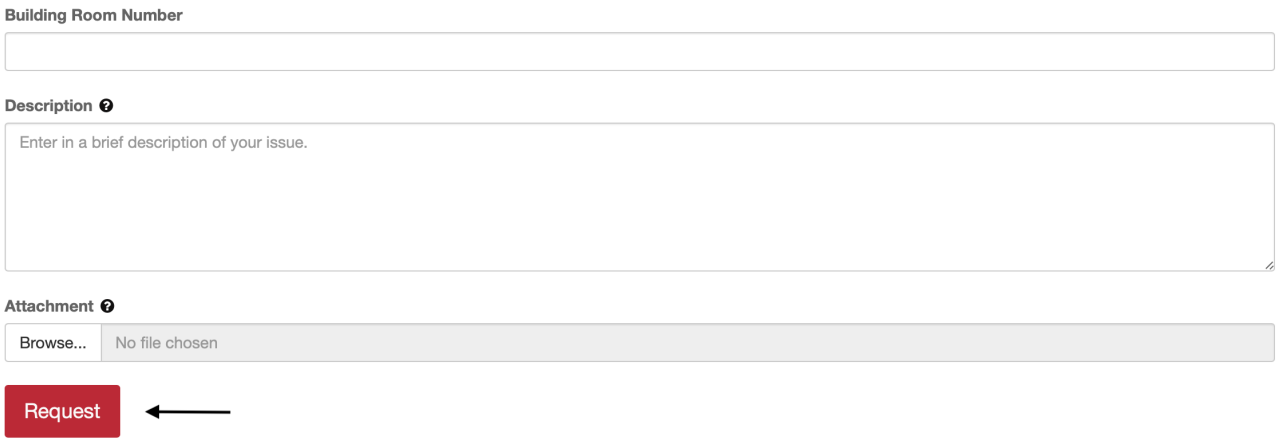


11. Click **Submit a Request**



12. Fill out the form with the requested information. Click **Request** to submit your ticket. The Help Desk will then read your ticket and route it to the correct department.





For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

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