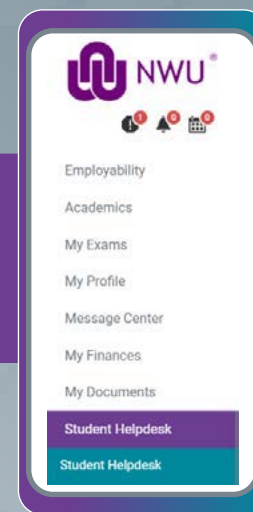




STUDENT HELPDESK

The Student Helpdesk is a tool designed to help you submit requests or report issues relating to your academic or university life. It streamlines communication to make it easier for you to get support on a range of university-related issues:




- Provide support:** The Helpdesk allows students to submit requests or issues they need assistance with.
- Organise requests:** Ensures that all requests are directed to the appropriate department or individual for resolution.
- Track progress:** Students can track the status of their requests and receive feedback from the relevant departments.

How can you access the Student Helpdesk?


STEP 1

Log into the **Student Engagement Portal** with your login credentials and click on the Student Helpdesk tab



STEP 2


After logging in, click on "Add" to create a new helpdesk ticket.



STEP 3

Provide details:

- Your name and student number will automatically be added.
- On the Ticket Priority section, rate the level of your request (e.g., high, low, or medium).




ID No	Ticket Number	Date Created	Category	Sub Category	Subject	Interaction Status	Team	Assigned To	Ticket Priority	History
1	7125	10-10-2024	Residence Maintenance	NWU02008.24-Electrical Cables (Exposed wires)	Electrical Cables Exposed wires	Closed	Residence	(None)	High	Details
2	7124	10-10-2024	Residence Maintenance	NWU03002.24-Building Maintenance Flooring Other	Building Maintenance Flooring Other	Closed	Residence	(None)	Medium	Details

STEP 4

Selects the appropriate category that describes your enquiry (e.g., IT support, registration, etc.).


STEP 5

Select a subcategory: Within each category, there are subcategories that provide more specific options for the issue (e.g., for IT support, it could be related to internet issues or login problems).



STEP 6

Provide a clear and detailed description of the issue in the Query section and please include any relevant attachments, if necessary, to help provide clarity.



STEP 7

Click "Submit", and you will receive feedback via email when your enquiry is addressed.




Categories and Subcategories:

Here's a breakdown of the categories available in the Student Helpdesk:

- IT Support:** This category has multiple subcategories, such as issues with internet access, login problems, or computer malfunctions.
- Residence Transfer**
- Residence Maintenance:** Issues relating to student accommodation (this may not be available if you are not living in a residence).
- Finances:** Related to financial queries or issues.
- Student Records:**
 - Change of qualification and/or modules
 - Change of campus
 - Request to add an additional module
 - Cancellation of studies
 - Transfer of credits
 - Appeals
 - Leave of absence for a year
 - Extension of study period
 - Readmission to PG studies
 - Other

Each category helps direct you to the right type of support. You should select the most relevant subcategory for your enquiry to ensure your request is routed to the correct department.

Please Note:

- Feedback:** After a request is submitted, you will receive feedback via email when your enquiry is resolved, but the timeline for resolving the ticket may vary depending on the nature of the submitted request.
- Restricted number of tickets in a category:** If you already have an open ticket in the same category and subcategory, you may not be able to submit a new request until the current one is resolved.