

IT Service Desk - Kiosk Quick Guide

Using the IT Service Desk check-in kiosk is a quick and easy way of requesting support or reporting a problem. It utilizes a touch screen interface and wireless connectivity in order to maximize up time, availability, and ease of use.

If the request is urgent and critical in nature, please call the IT Service Desk at 614-688-4357.

Using the Kiosk:

1. Select **Get Started**
2. Select the text field to enter your name.# (ex. Brutus.1)
3. Select **Check In**
4. Select the type of issue you are having:
 - Email
 - Wireless
 - Software Install
 - Password
 - Computer Issues
 - Other (this will prompt for a description of the issue)
5. Indicate if you would like to be notified by text when we are ready to assist you by selecting **Add Contact** or **No thanks**.
 - You will need to enter your Cellular Carrier and Phone Number for SMS contact
6. You're All Done! This final screen will have the following items displayed:
 - Ticket number of submitted issue (ex. CON1234567)
 - Cancel Button (in order to cancel the request)

If you have any issues with the kiosk or your request is urgent and critical in nature, please call the IT Service Desk at 614-688-4357.

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IT Service Desk

Submit a request for tech support.

1 **Get Started** >

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Enter your name.# to check in.

2 Brutus.1

3 **Check in** >

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Hi Samuel! How can we help you?

Email	Wireless	Virus
Password	Computer Issues	Other

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Would you like to be notified by text when we are ready to assist you?

5

+ Add contact No thanks

6

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Thank you Steven!

Your request has been received.

REQUEST

CON1405624

Cancel Request

Redirecting...

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