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Information Technology Services (ITS) Help Desk

ATTN: Students

The ITS Help Desk is for FACULTY and STAFF only; unfortunately we are unable to assist students directly.

If you are a student, please refer to the following resources for assistance:

- Santa Ana College (SAC) / Centennial Education Center (CEC)
 - [Students Online Help \(SAC/CEC\)](#)
 - [Distance Education - Canvas \(SAC/CEC\)](#)
- Santiago Canyon College (SCC) / Orange Education Center (OEC)
 - [Students Online Help \(SCC/OEC\)](#)
 - [Distance Education - Canvas \(SCC/OEC\)](#)
- [Student Email and Microsoft Office in the Cloud](#)

Common Issues

- [Change or Reset Your Password*](#)
- [Login Assistance](#)
- [New User Account Request Form](#)
- *For more common issues, refer to "Training" section on left panel.*

*Any user can change or reset their password from any computer (your login is two letters and 5 numbers). Use Change Password (if you know your password) or Reset Password (if you don't know your password) by selecting the appropriate option at the top right corner of the screen.

Contact us by email, online, or by phone:

1. **Email:** helpdesk@rscdd.edu (this is the quickest method*)
2. **Online:** [Help Request & FAQ](#) (if you can login, open a ticket online)
3. **Call:** 714-564-HELP (4357) or 44357 (if you can't login, please call and leave a voice message)

*When you email helpdesk@rscdd.edu, a ticket is automatically generated, so please limit your requests to one topic per email so each topic can be assigned to the appropriate person. Within the email you can add attachments or screenshots which will be added to your ticket automatically.

Make sure that you provide as much relevant information in your email or voicemail as possible so we can expedite your request. Please do not send private information such as social security number, birthdate or home address information in email.

HelpDesk@rscdd.edu will be sending you emails for each step of the ticket process:

- **New:** You will receive an email when your new ticket is created.
- **Assigned to Tech:** Once assigned to the appropriate person, you will receive an email.
 - Any questions regarding your ticket will be done via email and saved as notes inside of the ticket. Simply hit "Reply" to the email to add your notes to the same ticket.
- **Resolved:** When the work has been completed you will be sent an email, which has a Yes/No option.
 - If your issue is truly resolved then click Yes, which closes the ticket.
 - Clicking No will reopen the ticket and assign it back to the technician.
- **Pending:** If ITS is waiting on information (hardware or software to complete your request) your ticket will be updated to a Pending status while we wait.
- **Closed:** Upon closure of the ticket you will receive one final email with a link to our ITS survey.

ITS Help Desk Team Members:

The ITS Help Desk is a central service that supports RSCCD, SAC, SCC, CEC, OEC, and other locations.

Name / Email	Title	Office Hours	Phone
Jericho Fulgencio	Help Desk Analyst	7:30am - 4:30pm	714-480-7430
Glenn Lott	Technical Specialist I	8:00am - 5:00pm	714-480-7446
Lynn Nevils	Executive Secretary	7:30am - 4:30pm	714-480-7420