Instructions

To begin, please login by clicking the link below:
https://helpdesk.judsonu.edu/cgi-bin/wonderdesk/wonderdesk.cgi
You will come to a screen and enter your email username and password. Enter JC-D1\ before your username (NOTE: If you are using FireFox you do not need the jc-d1 before your username). After you entered your information click the OK button. Please see the example in the screen shot below.
Next, you will come to the main help desk screen. You will not see all the buttons and links at the top.
To add a new request, click the Add link at the top left. This will take you to the next screen.
On the next screen you will be able to add your ticket. Please make sure you fill out the following fields:
1. Priority (*Please set the priority as high only if it is an emergency*)
2. Name
3. Email Address
4. Category
5. Subject
6. Description