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This Job Aid covers the process of login, submitting tickets for ID badge.

Peralta help desk
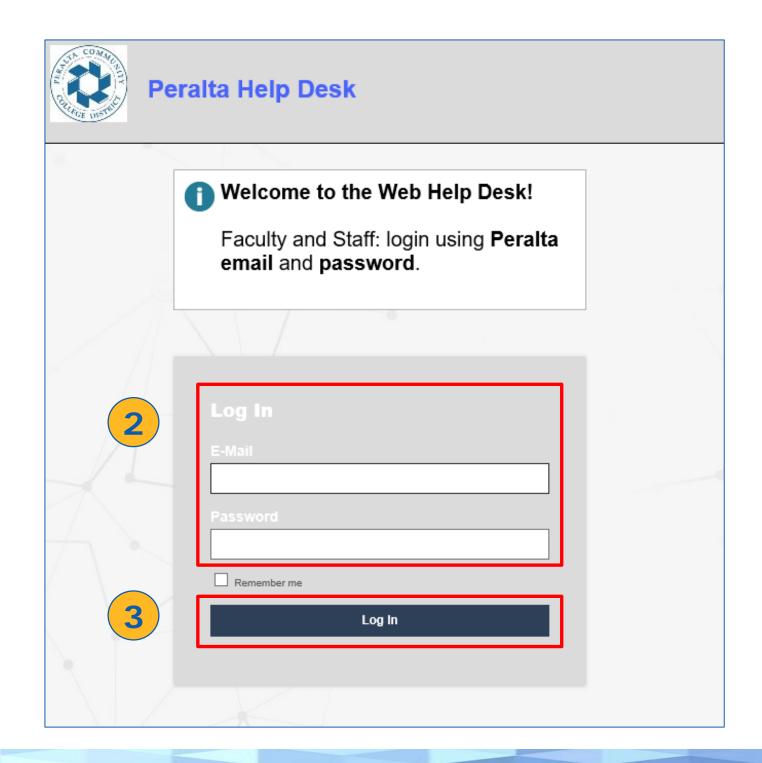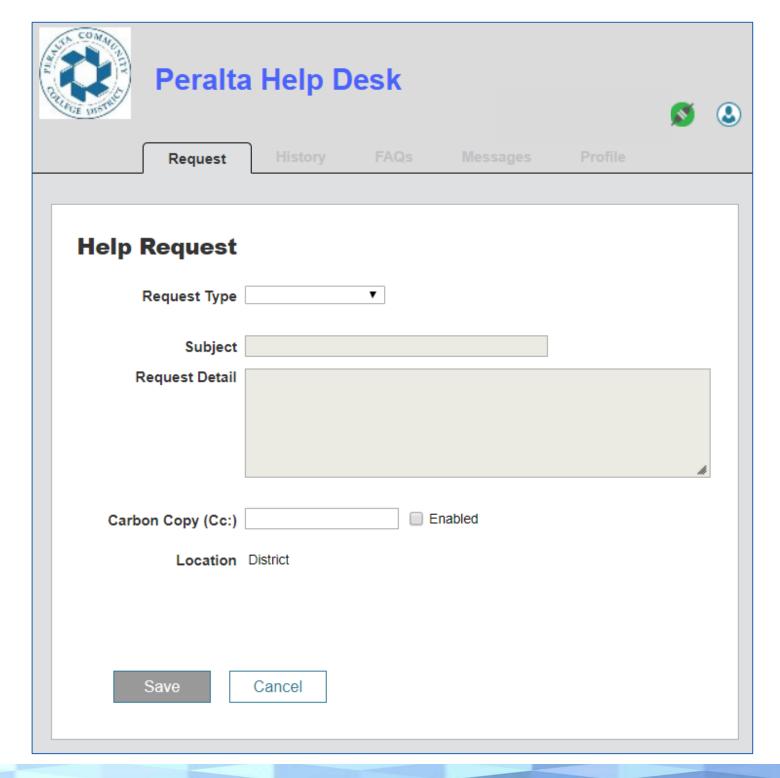
1. Enter into your browser > **helpdesk.peralta.edu**

2. Enter > **Peralta email address** and **Password**

3. Click > **Log In**

Peralta Help Desk

Welcome to the Web Help Desk!

Faculty and Staff: login using **Peralta email** and **password**.

2

Log In

E-Mail

Password

☐ Remember me

3

Log In

Peralta help desk
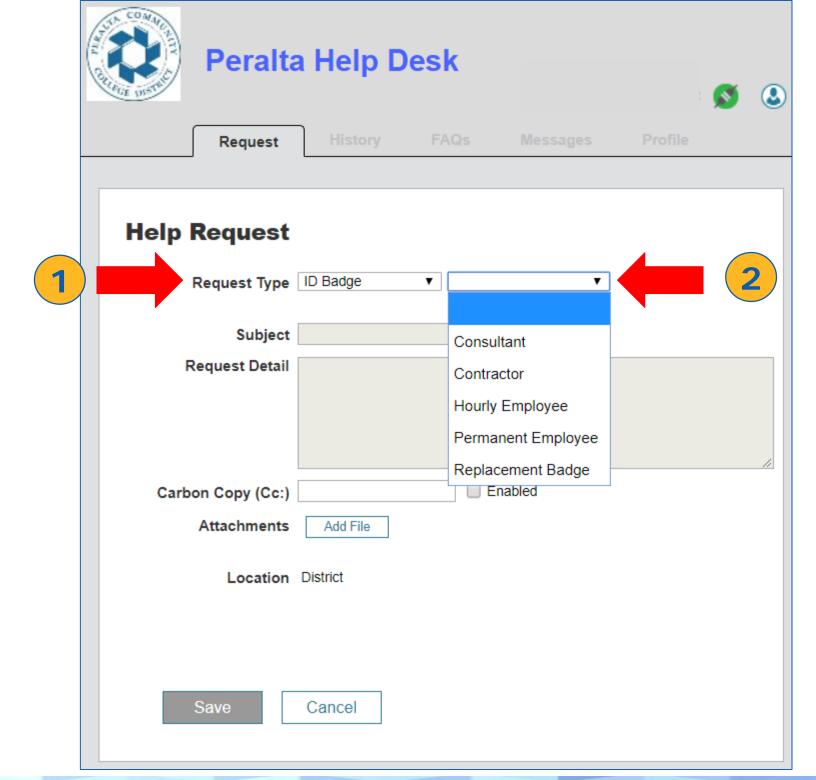
4. You have logged in successfully

1. Request type, select > **ID Badge**

2. Sub request type, select > What is appropriate

   - Consultant

   - Contractor

   - Hourly Employee

   - Permanent Employee
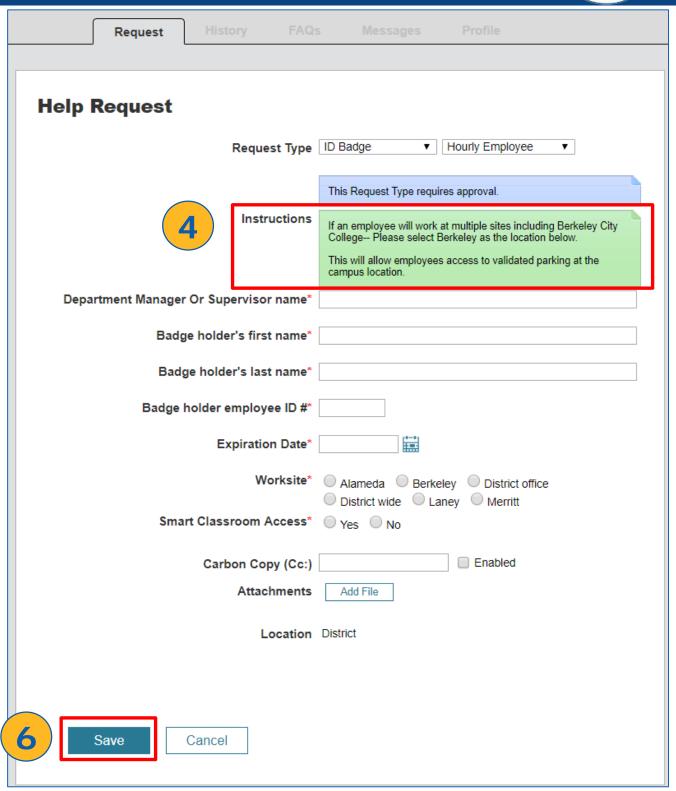
   - Replacement Badge

Note

ID Badges tickets are approved by District General Services (DGS). When ID Badge request types are submitted, Help desk system automatically sends an approval request email to DGS. Once approved the Sheriff will received the ticket.

Peralta help desk

3. In this example we will use: ID Badge > Hourly Employee

4. Read the **instructions** carefully – Each request type has its own message

5. Answer all questions – Each request type has its own set of questions

6. Once ready, Click > **Save**

7. A thank you message and ticket number will be displayed.

8. An email confirmation will also be sent to you and anyone you copy.

9. You have successfully submitted a ID Badge ticket

Peralta Help Desk

Request   History   FAQs   Messages   Profile

Thank You!

Your ticket number is **26708**.
You can use the History button above to check the status of your ticket.

An email confirmation is on its way to

Peralta help desk