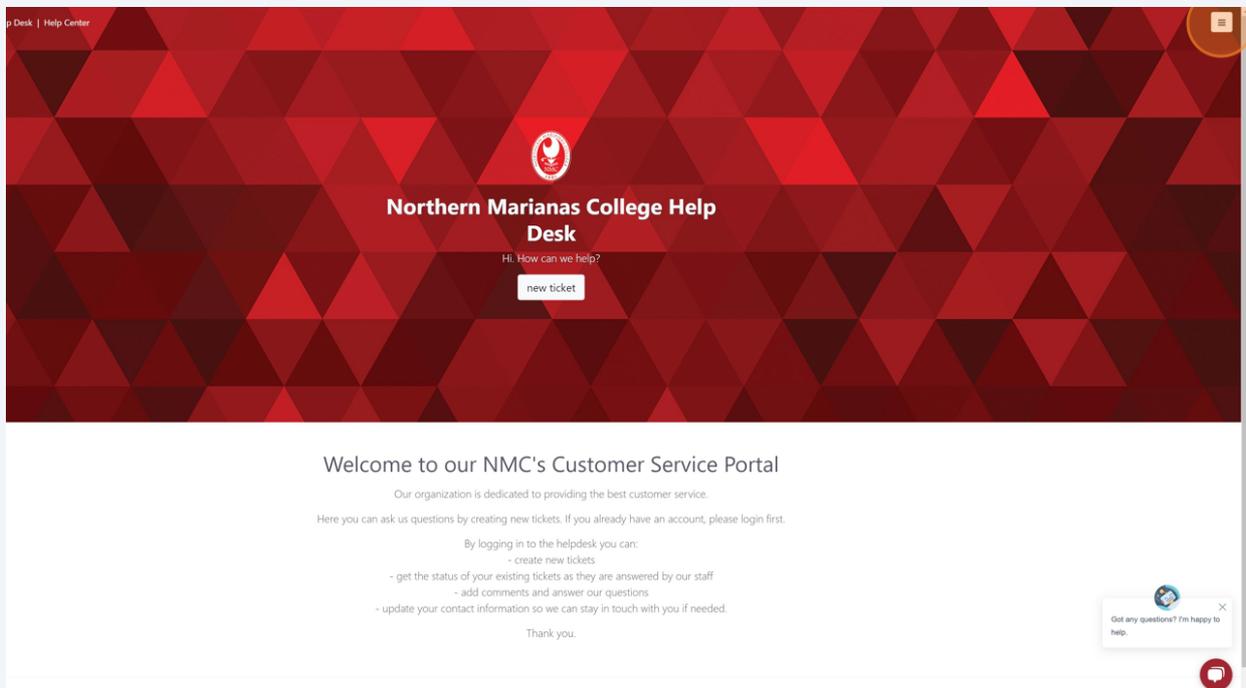


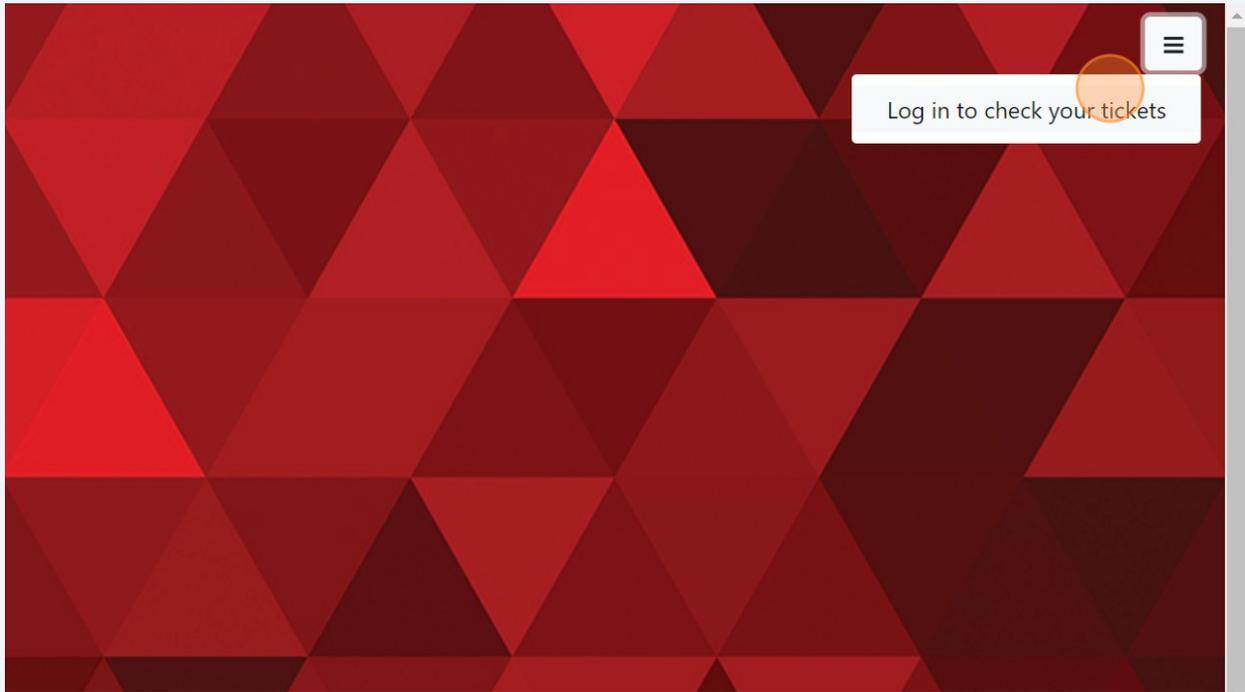
How to Create a New Support Ticket for Registration Assistance using Mojohelpdesk

1 Navigate to <https://marianas.mojohelpdesk.com/>

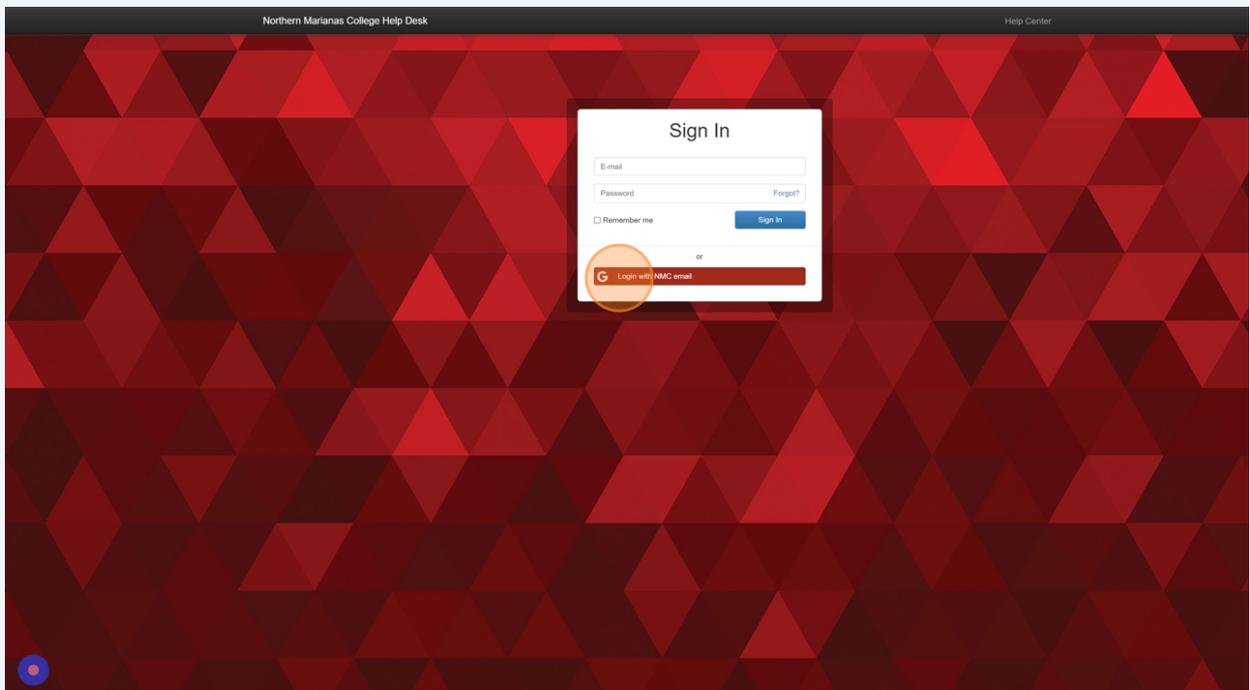
2 Click on the hamburger icon



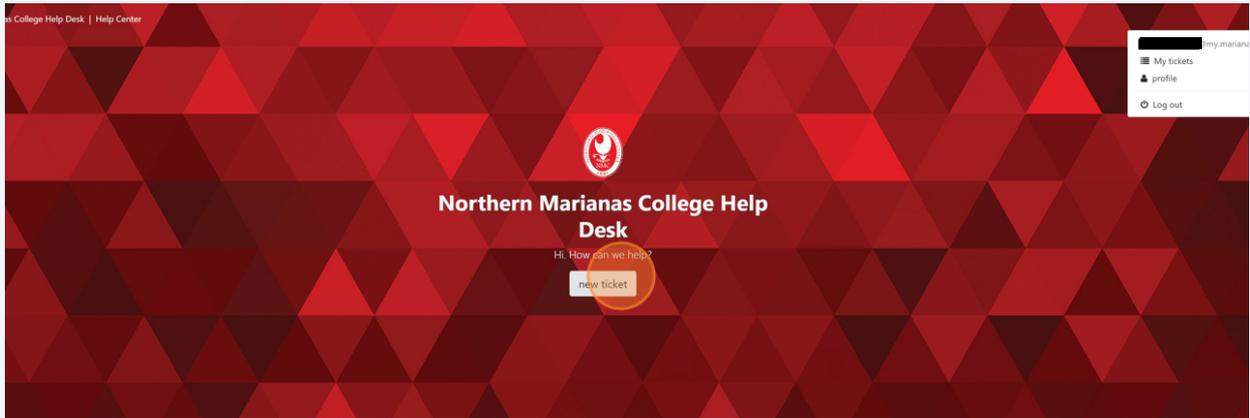
3 Click "Log in to check your tickets"



4 Click "Login with NMC email" | Follow proper login steps and proceed to step 5



5 Click "new ticket"

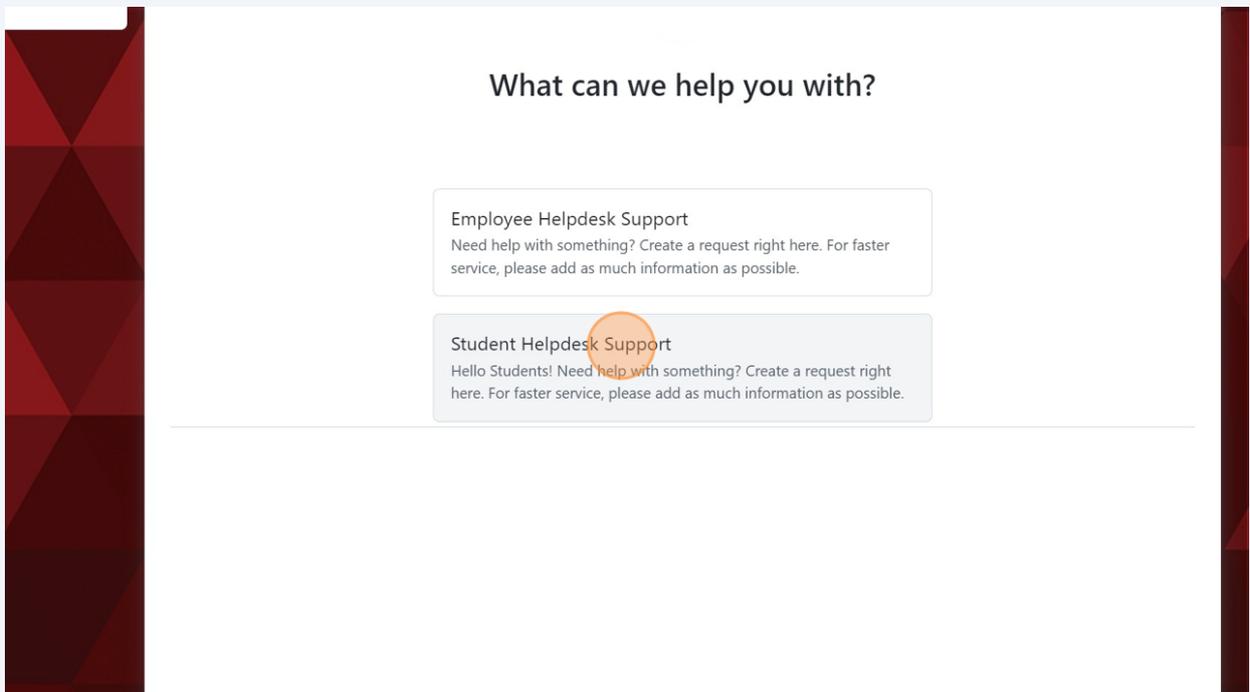


Welcome to our NMC's Customer Service Portal

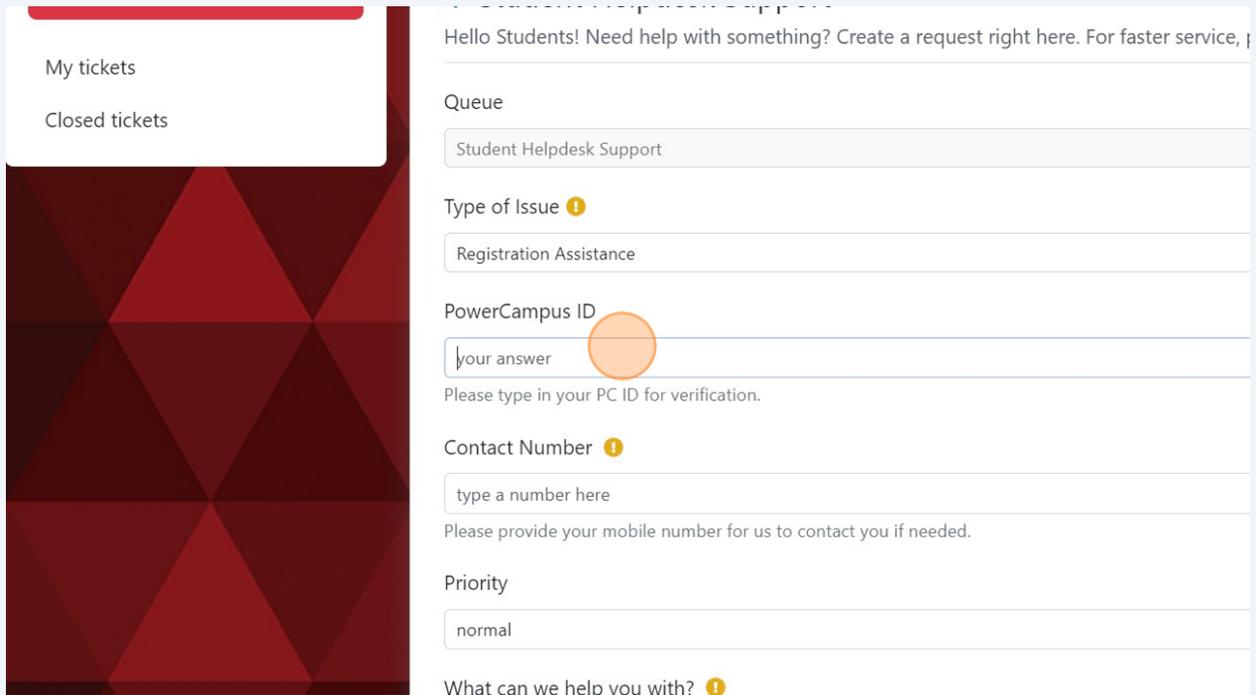
Our organization is dedicated to providing the best customer service.
Here you can ask us questions by creating new tickets. If you already have an account, please login first.
By logging in to the helpdesk you can:
- create new tickets
- get the status of your existing tickets as they are answered by our staff
- add comments and answer our questions
- update your contact information so we can stay in touch with you if needed.
Thank you.



6 Click "Student Helpdesk Support" | First logins may not show "Student Helpdesk Support," login again in if this happens.



9 Click the "PowerCampus ID" field | input your PowerCampus ID.



My tickets
Closed tickets

Hello Students! Need help with something? Create a request right here. For faster service, p

Queue
Student Helpdesk Support

Type of Issue ⓘ
Registration Assistance

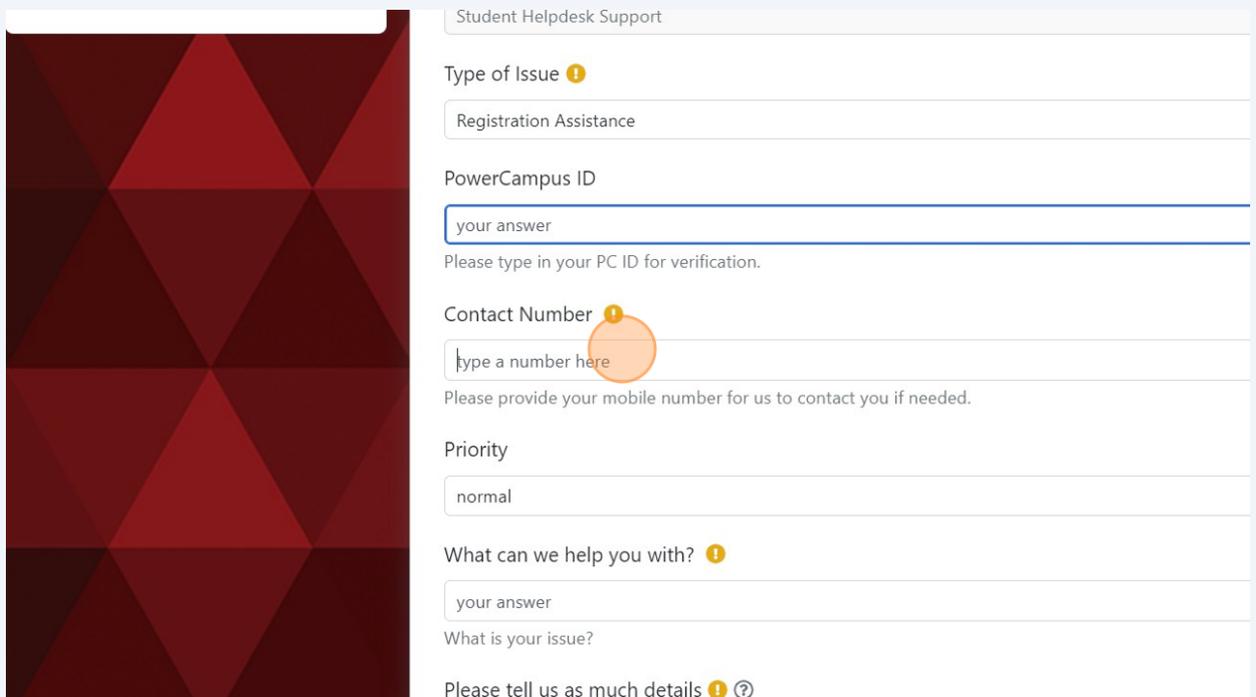
PowerCampus ID ⓘ
your answer
Please type in your PC ID for verification.

Contact Number ⓘ
type a number here
Please provide your mobile number for us to contact you if needed.

Priority
normal

What can we help you with? ⓘ

10 Click the "Contact Number" field | input your contact number.



Student Helpdesk Support

Type of Issue ⓘ
Registration Assistance

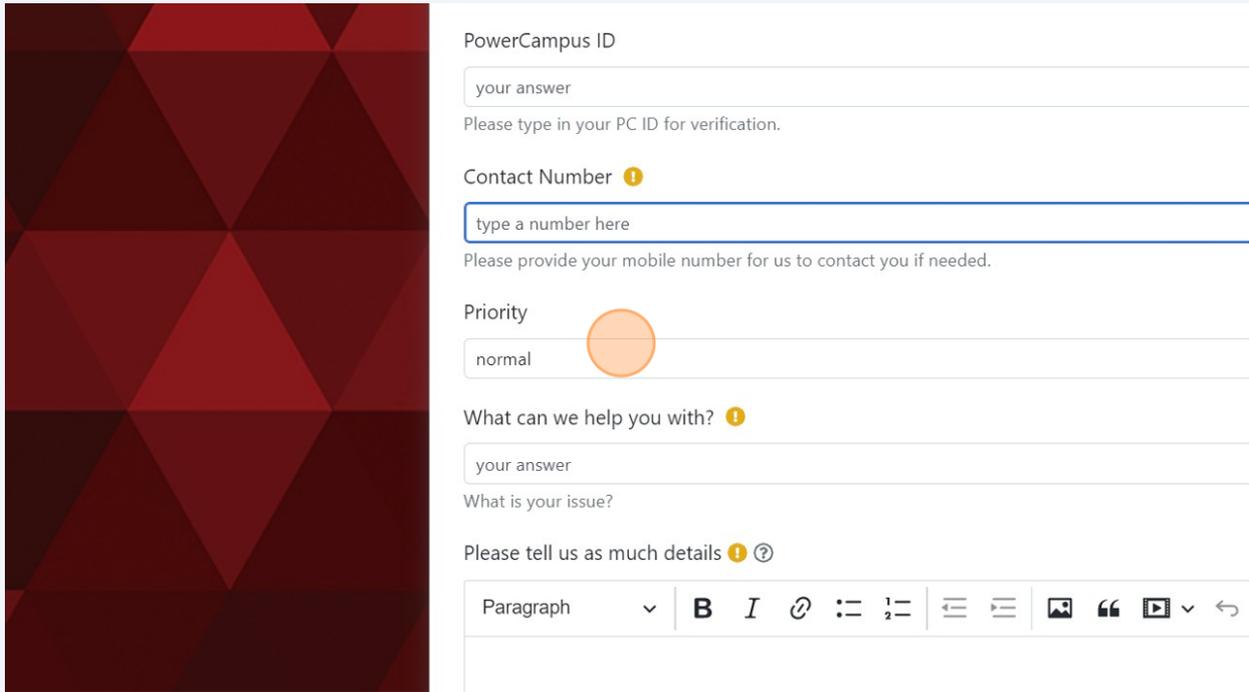
PowerCampus ID
your answer
Please type in your PC ID for verification.

Contact Number ⓘ
type a number here
Please provide your mobile number for us to contact you if needed.

Priority
normal

What can we help you with? ⓘ
your answer
What is your issue?
Please tell us as much details ⓘ ?

11 Click on the "Priority" dropdown | click on normal priority.



PowerCampus ID

your answer

Please type in your PC ID for verification.

Contact Number ⓘ

type a number here

Please provide your mobile number for us to contact you if needed.

Priority

normal

What can we help you with? ⓘ

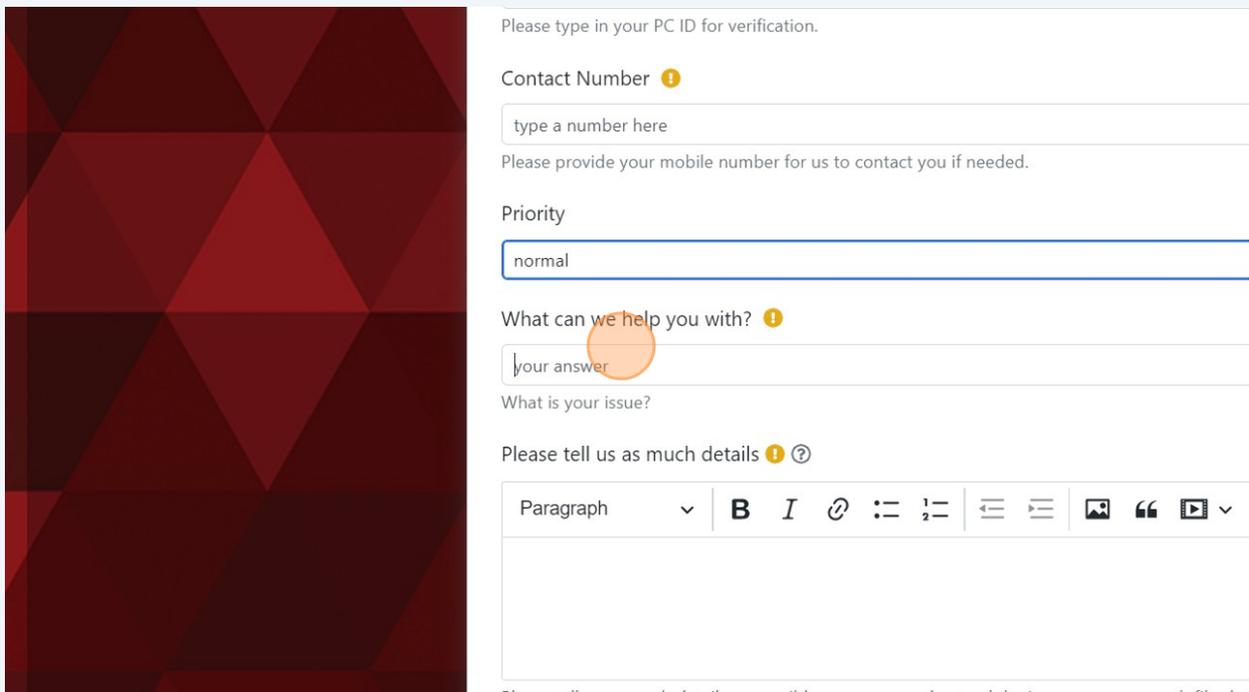
your answer

What is your issue?

Please tell us as much details ⓘ ⓘ

Paragraph ▾ **B** *I* @ := ;= ≡ ≡ ≡ ≡ ≡ ≡ ≡ ≡ ≡

12 Click the "What can we help you with?" field.



Please type in your PC ID for verification.

Contact Number ⓘ

type a number here

Please provide your mobile number for us to contact you if needed.

Priority

normal

What can we help you with? ⓘ

your answer

What is your issue?

Please tell us as much details ⓘ ⓘ

Paragraph ▾ **B** *I* @ := ;= ≡ ≡ ≡ ≡ ≡ ≡ ≡ ≡ ≡

Please tell us as much details as possible so we can understand the issue. You can attach files to

13 Type "Registration"

14 Click on the text field



What can we help you with? ⓘ

Registration

What is your issue?

Please tell us as much details ⓘ ?

Paragraph ▾ **B** *I* @ := := ← → 🖼️ 🗣️ 🎥 ▾ ↶ ↷

| ○

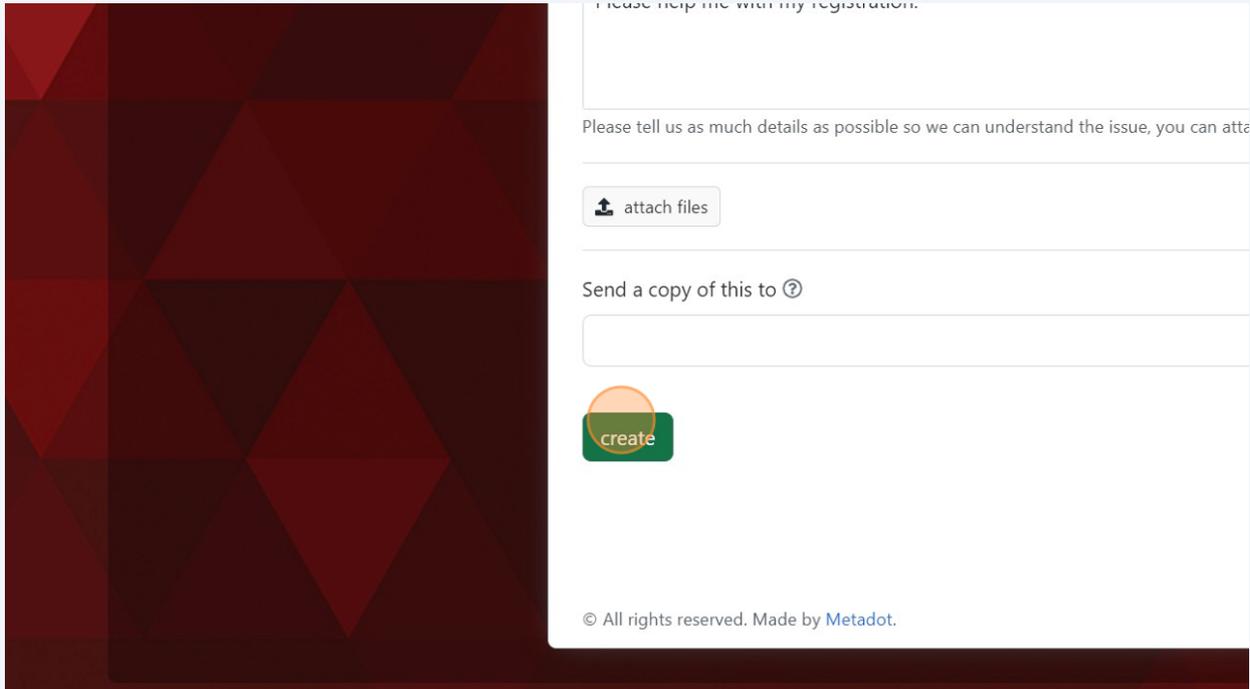
Please tell us as much details as possible so we can understand the issue, you can attach files below if nee

📎 attach files

Send a copy of this to ⓘ

15 Specify which part of the registration process you need assistance with, be sure to include as much detail as possible. You are able to include attachments.

16 The green "create" button should be available | click "create" to create your ticket.



Please help me with my registration.

Please tell us as much details as possible so we can understand the issue, you can attach files.

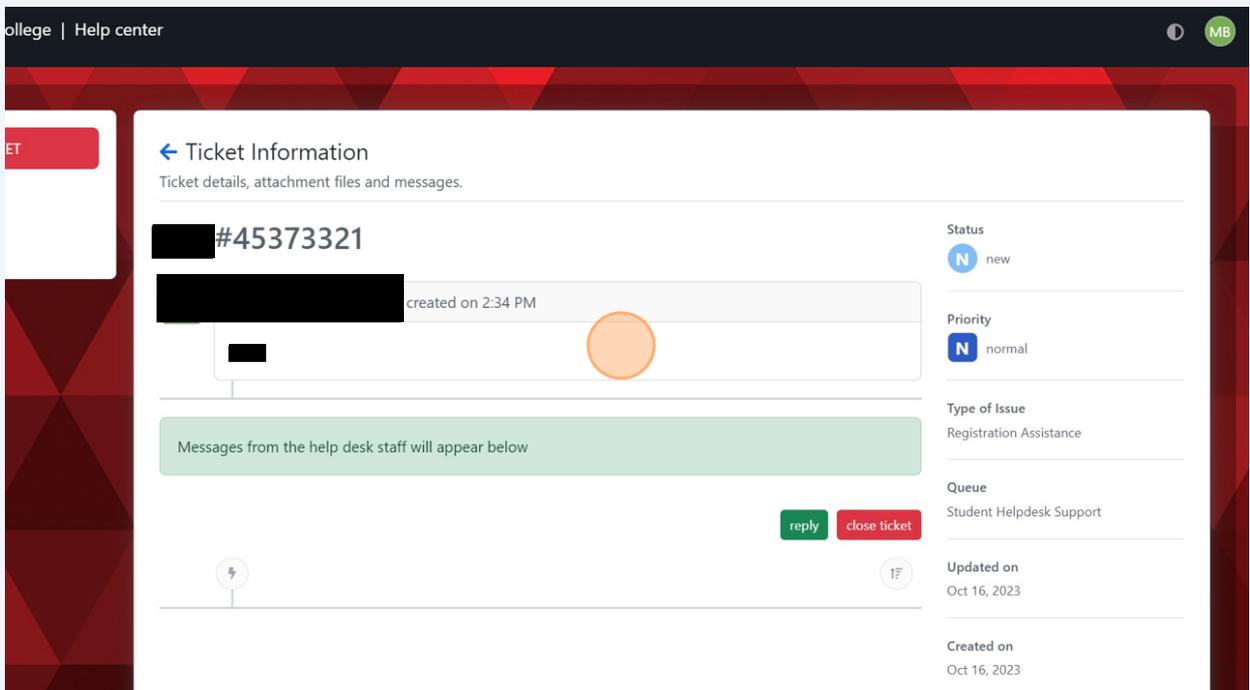
attach files

Send a copy of this to ?

create

© All rights reserved. Made by Metadot.

17 Upon reaching this window, your ticket has been successfully generated.



college | Help center

ET

← Ticket Information

Ticket details, attachment files and messages.

#45373321

created on 2:34 PM

Messages from the help desk staff will appear below

reply close ticket

Updated on Oct 16, 2023

Created on Oct 16, 2023

Status: new

Priority: normal

Type of Issue: Registration Assistance

Queue: Student Helpdesk Support