

CDOB Help Desk Website

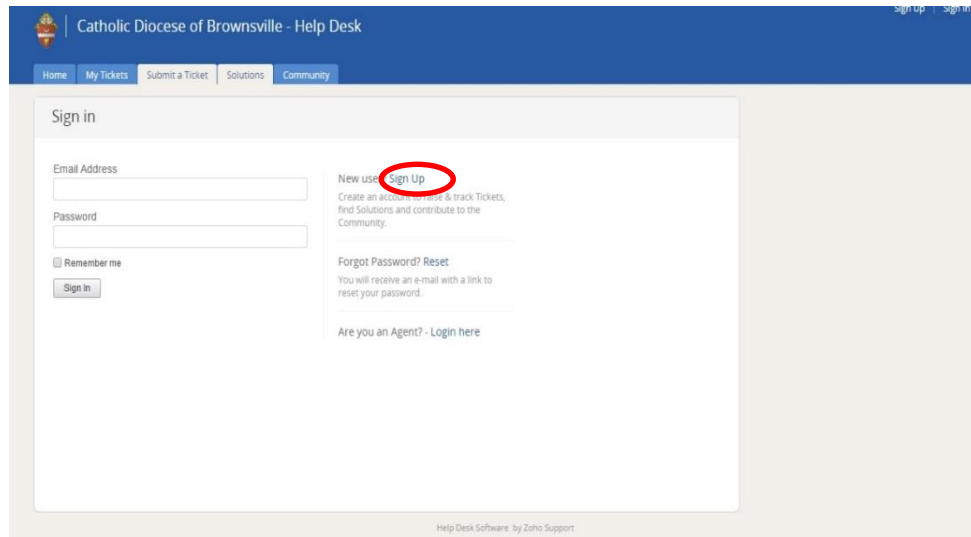
The following instructions explain how to create a Help Desk request to the Diocese of Brownsville I.T. Department.

1. To access the Diocese of Brownsville Help Desk website, type the following web address.

<https://helpdesk.cdob.org>

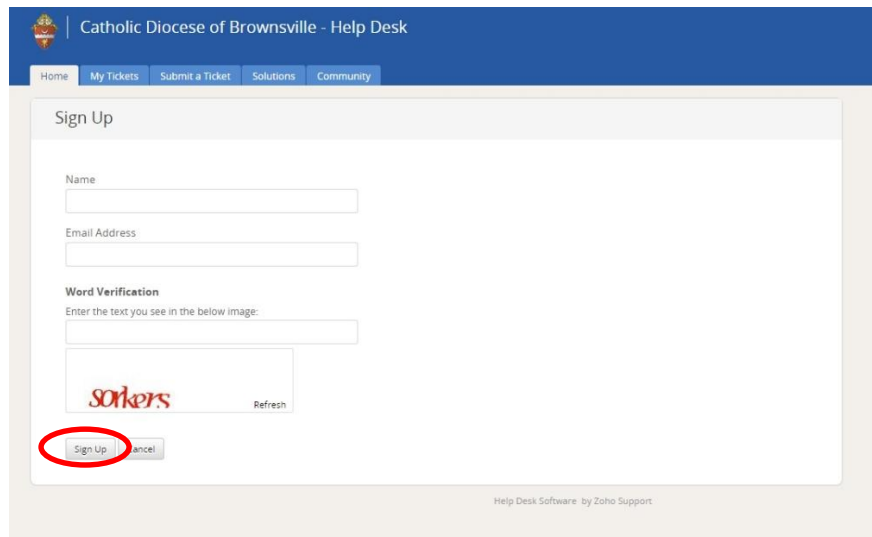
The website address is available externally as well. There is also a blue button in the main page of our [Diocesan Website](#)

2. The following webpage will be displayed. To setup your Help Desk account, click the “Sign Up” link.



The screenshot shows the 'Catholic Diocese of Brownsville - Help Desk' website. The navigation bar includes 'Home', 'My Tickets', 'Submit a Ticket', 'Solutions', and 'Community'. The main content area is titled 'Sign in' and contains a form with 'Email Address' and 'Password' fields, a 'Remember me' checkbox, and a 'Sign In' button. To the right of the form, there is a 'New user? Sign Up' link circled in red, with a sub-header 'Create an account to track Tickets, find Solutions and contribute to the Community.' Below this, there are links for 'Forgot Password? Reset' and 'Are you an Agent? - Login here'.

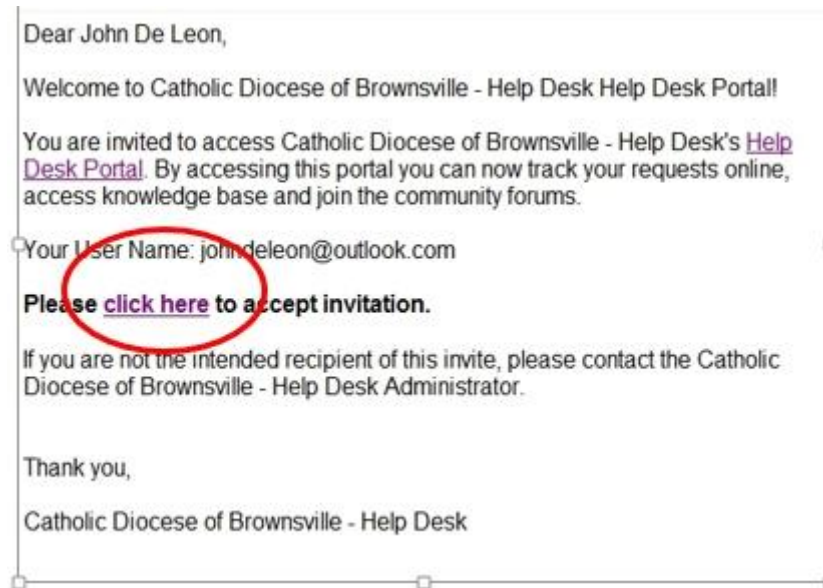
3. After selecting the “Sign Up” link above, the following webpage will display. Please enter your name, work email address for a Parish, School or Diocesan entity, Word Verification than click the Sign Up button. You can request a CDOB email account free of charge.



The screenshot shows the 'Catholic Diocese of Brownsville - Help Desk' website. The navigation bar includes 'Home', 'My Tickets', 'Submit a Ticket', 'Solutions', and 'Community'. The main content area is titled 'Sign Up' and contains a form with 'Name' and 'Email Address' fields. Below these is a 'Word Verification' section with the instruction 'Enter the text you see in the below image:' and a text input field. Below the input field is a small image of the word 'sojkers' in a stylized font, with a 'Refresh' button to its right. At the bottom of the form, there is a 'Sign Up' button circled in red and an 'Cancel' button.

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4. After clicking the “Sign Up” button above, you will receive an email from the Catholic Diocese of Brownsville – Help Desk, and will look similar to this image. Click, the “click here” link to accept the invitation.



5. After clicking the “Click Here” link above, you will see the following webpage. Please follow the instructions to establish your password. It's a good idea to use the same password that you're currently using for your work email address (Parish, School or Diocesan entity).

Catholic Diocese of Brownsville - Help Desk

Home My Tickets Submit a Ticket Solutions Community

Confirm Password

Email Address
johndeleon@outlook.com

Password

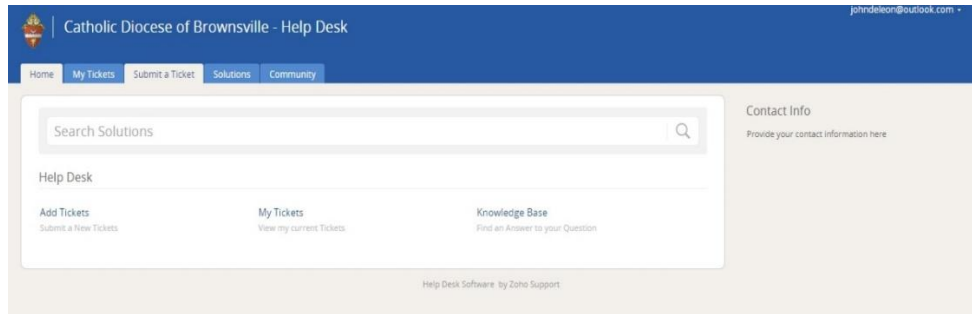
Confirm Password

Register

Help Desk Software by Zoho Support

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6. After you've established your password, you will see the following webpage. On the bottom row, you will see the following options; Add Tickets, My Tickets and Knowledge Base.



7. To create a Help Desk ticket, click the Add Tickets link on the bottom. The following webpage will display. Please complete as much information as possible, including alternate contact number and email address if you cannot be reached at your desk or through the email account you used when you initially registered. Please be as descriptive as possible when describing your issue so that we can expedite a resolution for you. The more information you provide, the quicker we can find the root cause of your issue. Please be sure to select the appropriate drop-down list of items at the bottom of the page. You do not need to complete the Priority, Product Name or Classification selection. When complete, click the Submit button. Please submit one ticket per issue. Please do not combine multiple issues on one Help Desk ticket.

The screenshot shows the "Add Ticket" form. At the top, there is a blue header with the logo and the text "Catholic Diocese of Brownsville - Help Desk". Below the header is a navigation menu with links for "Home", "My Tickets", "Submit a Ticket", "Solutions", and "Community". The main content area is titled "Add Ticket" and contains several input fields and dropdown menus. The fields include "Alternate Contact Number", "Alternate Email Address", "Subject", and "Description". The "Description" field has a rich text editor toolbar with options for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, insert image, and insert video. Below the description field are several dropdown menus: "Your Office Location" (set to "Not Applicable"), "Pastoral Department" (set to "Not Applicable"), "San Juan Pastoral Bldg Location" (set to "Not Applicable"), "Your School Location" (set to "Not Applicable"), "Your Parish Location" (set to "Not Applicable"), "Priority" (set to "--None-"), "Product Name" (with a search icon), and "Classifications" (set to "Not Applicable"). At the bottom, there is an "Attachment" section with the text "(Up to 20 MB)" and a "Choose File" button, which is currently showing "No file chosen".

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8. To view previously submitted Help Desk tickets, click the My Tickets link at the bottom of the page to view updates etc.

Please refer to page 9, section 2.1 of the Information Technology Policies and Procedures manual for Help Desk response times, you may click [here](#) to view the manual.