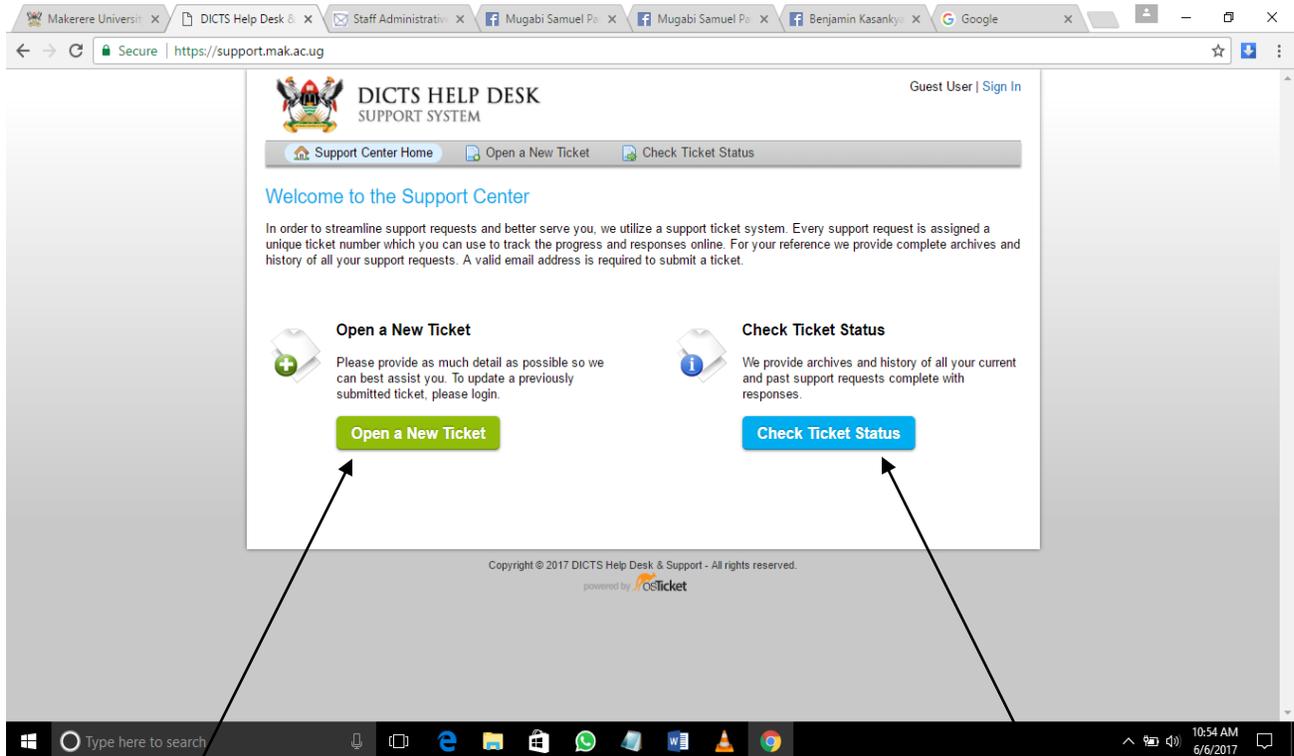


## Using the Help-Desk tool

Please follow the simple graphical guide below to log a ticket on the Help-Desk tool.

Please visit <https://support.mak.ac.ug/> to access the page below and click the green tab/button to open or create a new ticket.

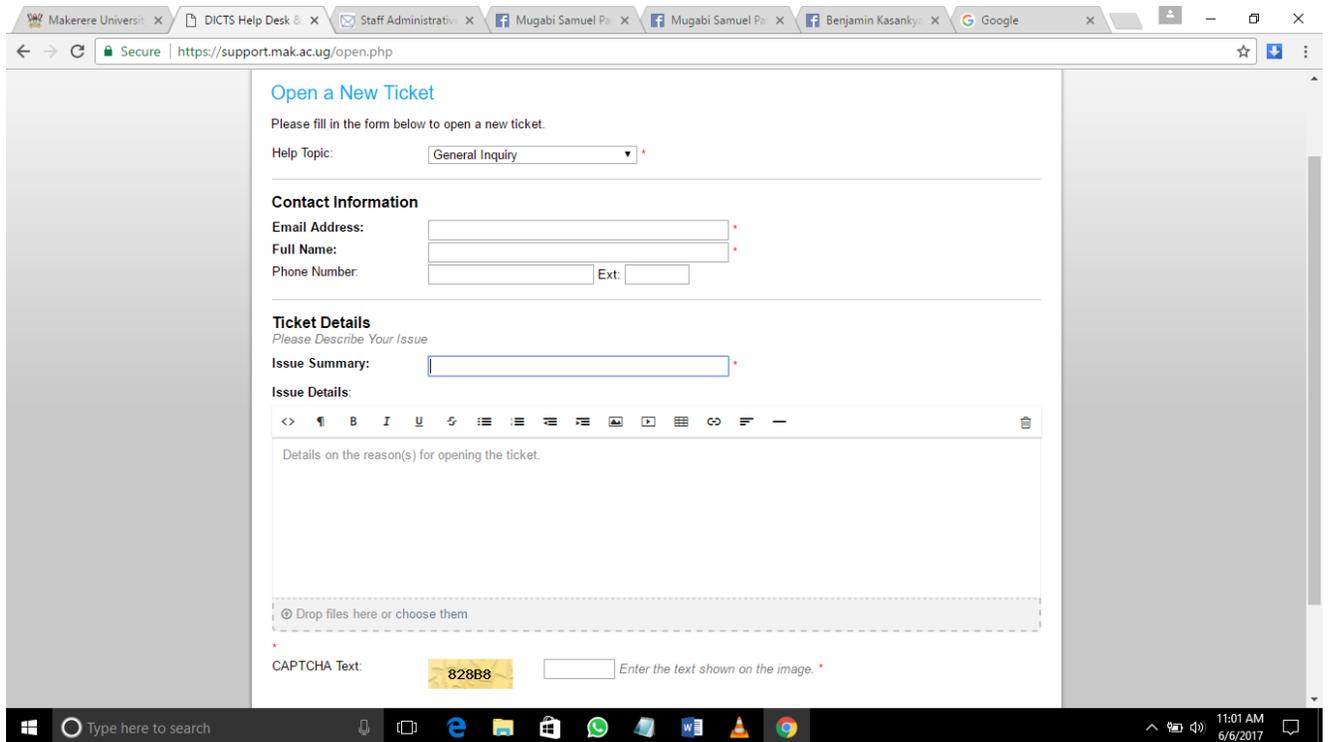


Click tab to log or create ticket

Click tab to check on status of your ticket

The page below will appear when you click the green tab. Fill in your details appropriately and make sure you complete all mandatory fields (those with \*) before you click “**create ticket**” at the bottom of the page. Once done, your ticket is created and the DICTS Help-Desk team receives a notification from the system about your ticket. A notification about your ticket will also be sent to your supplied email address.

A user can also track activities about their ticket by clicking the blue tab/button to check the status of their logged ticket and what has been done so far towards resolving their issue and can also add notes for the help-desk team if need be.



Alternatively, users can still send in their requests for ICT support via the [helpme@dicts.mak.ac.ug](mailto:helpme@dicts.mak.ac.ug) email address. Requests sent to this email address go to the help-desk tool above and are treated exactly the same way as those logged directly via <https://support.mak.ac.ug/> . When you log a ticket via the [helpme@dicts.mak.ac.ug](mailto:helpme@dicts.mak.ac.ug) email address, you will receive a ticket number which can be used to check on the status of your request by following the instructions above on checking the status of your ticket.