



كلية عُمان  
OMAN COLLEGE  
للإدارة والتكنولوجيا of Management and Technology



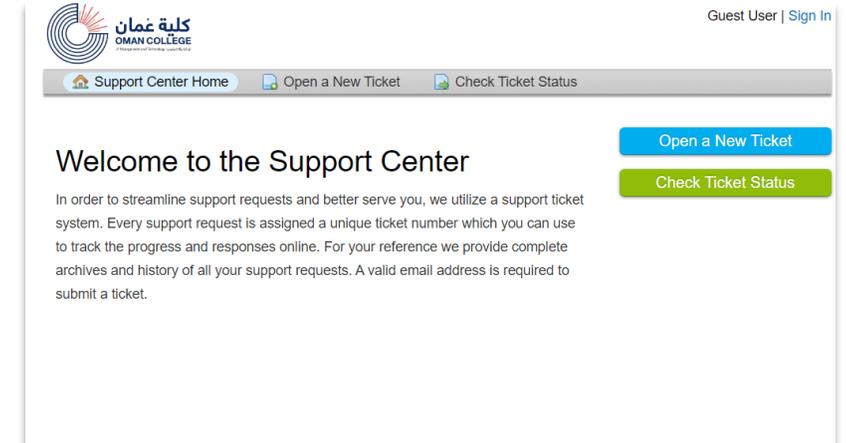
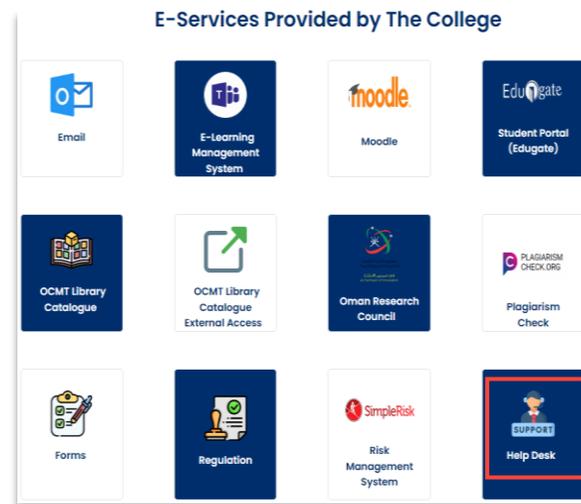
SUPPORT

# Help Desk

By Technical Support Department

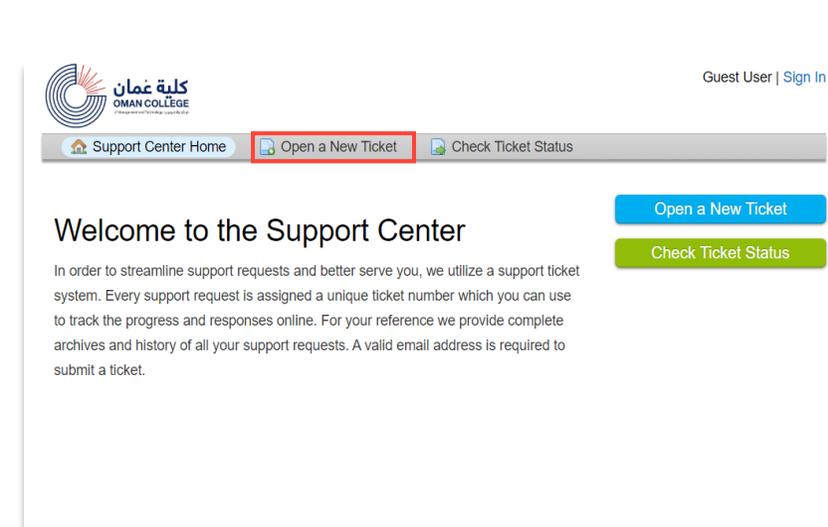
# How to Access Help Desk

1. Go to the college website: <https://www.omancollege.edu.om/>
2. Click on E-services from short links
3. Click on Help Desk, you will be directed to the Help Desk page



# How to Access Help Desk

- If you have username and password, click on sign in (Not required)
- To create new ticket, click on **Open New Ticket**
- Fill in the required information (Email & Name)
- Choose help topic **Technical Support** or **Library**
- Write summary and details of the issue then click on **Create Ticket**



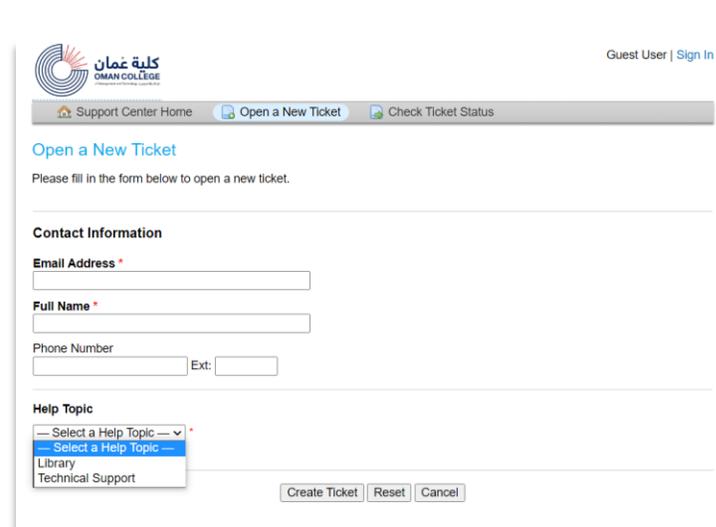
Guest User | Sign In

Support Center Home **Open a New Ticket** Check Ticket Status

## Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

[Open a New Ticket](#)  
[Check Ticket Status](#)



Guest User | Sign In

Support Center Home [Open a New Ticket](#) [Check Ticket Status](#)

### Open a New Ticket

Please fill in the form below to open a new ticket.

**Contact Information**

**Email Address \***

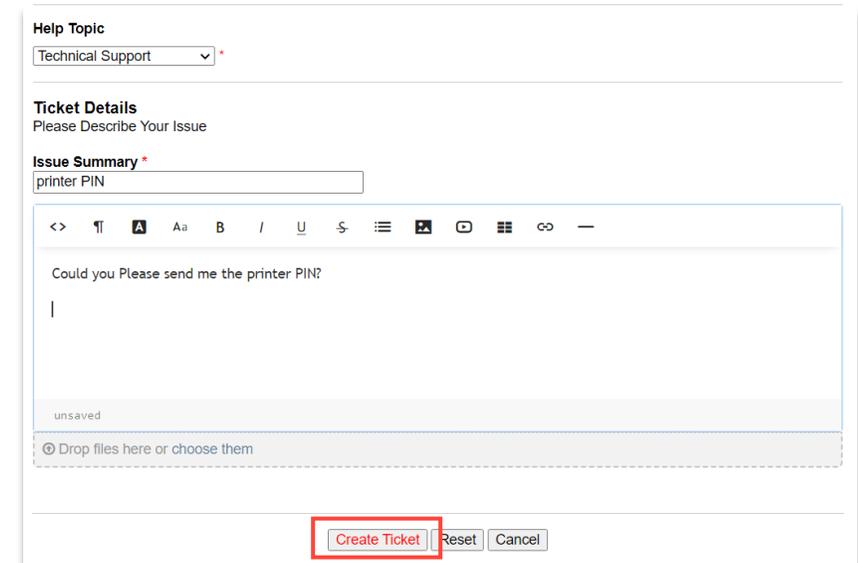
**Full Name \***

Phone Number  Ext:

**Help Topic**

**— Select a Help Topic —**  
Library  
Technical Support

[Create Ticket](#) [Reset](#) [Cancel](#)



**Help Topic**

Technical Support

**Ticket Details**  
Please Describe Your Issue

**Issue Summary \***  
printer PIN

Could you Please send me the printer PIN?

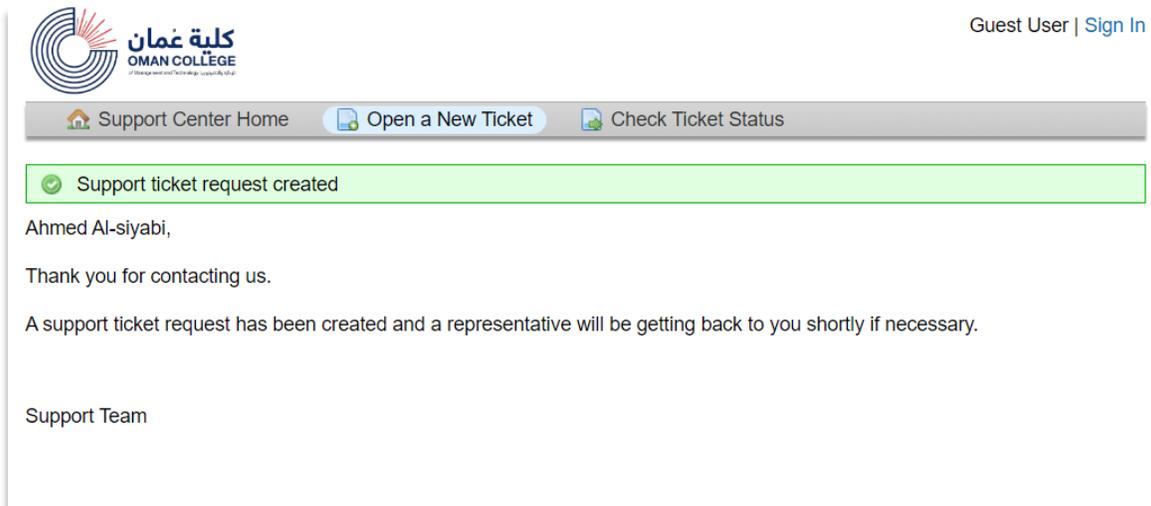
unsaved

Drop files here or choose them

[Create Ticket](#) [Reset](#) [Cancel](#)

# How to Access Help Desk

➤ **When the problem is solved, you will receive an Email**

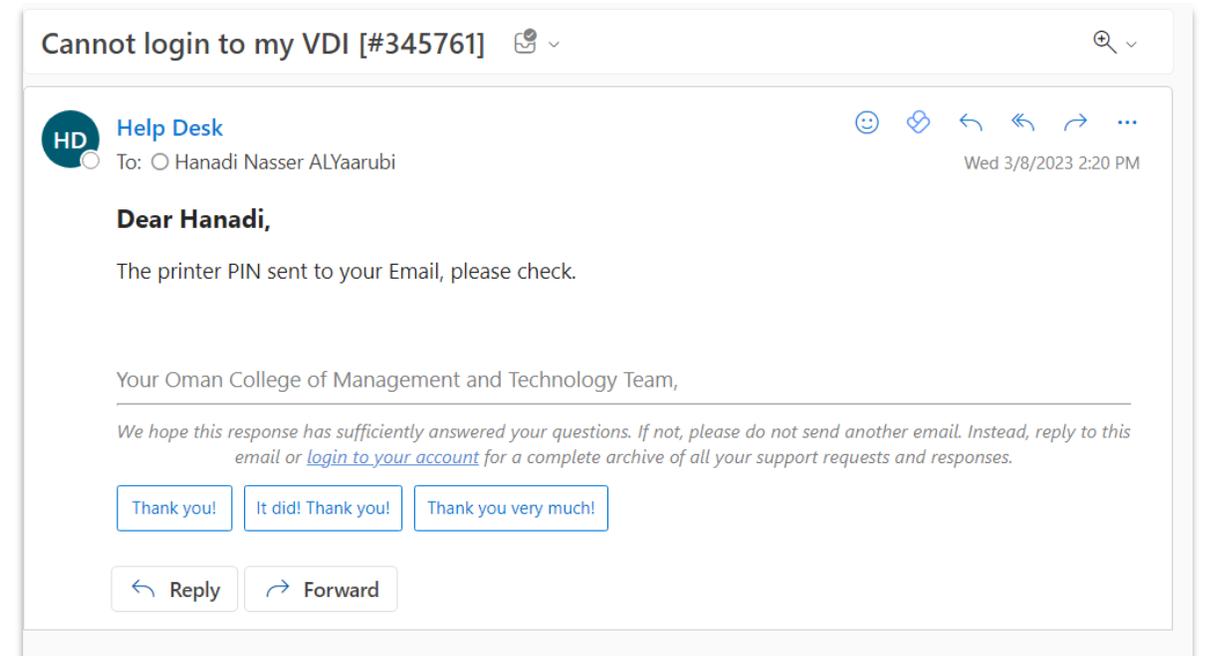


Support Center Home | Open a New Ticket | Check Ticket Status

✔ Support ticket request created

Ahmed Al-siyabi,  
Thank you for contacting us.  
A support ticket request has been created and a representative will be getting back to you shortly if necessary.

Support Team



Cannot login to my VDI [#345761]

Help Desk  
To: Hanadi Nasser ALYarubi  
Wed 3/8/2023 2:20 PM

**Dear Hanadi,**

The printer PIN sent to your Email, please check.

Your Oman College of Management and Technology Team,

*We hope this response has sufficiently answered your questions. If not, please do not send another email. Instead, reply to this email or [login to your account](#) for a complete archive of all your support requests and responses.*

Thank you! | It did! Thank you! | Thank you very much!

Reply | Forward



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# Thank You!

Need Help? Contact Technical Support Department