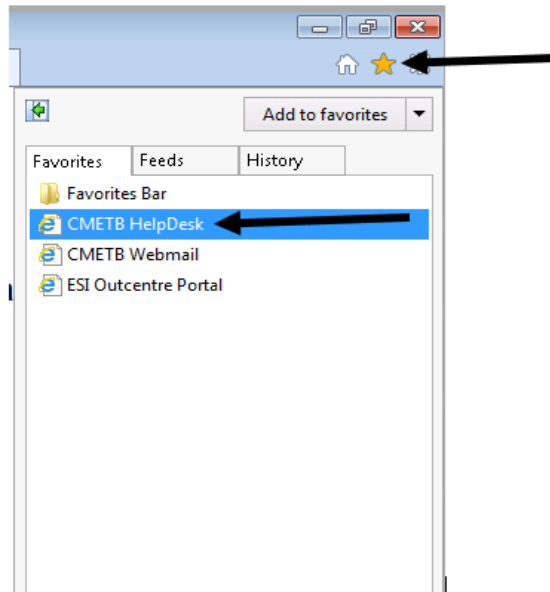# Cavan & Monaghan Education & Training Board IT Helpdesk

- Users can access the Helpdesk portal via the web-link in the internet explorer favourites bar or accessing it from your school website

- By selecting the Helpdesk web-link the user will be then presented with the login page where the user will input their CMETB username *(full-name no spaces)* and current CMETB password to gain access to the Helpdesk portal.

- Once successfully authenticated the CMETB Helpdesk portal will be presented to the user where they can continue to create a ticket about the issue(s) by selecting **New Support Ticket** button

- The user will continue to fill in the support request form by filling in the mandatory fields and selecting the appropriate pre-populated options (**see example below**). Once the ticket is submitted a support agent will be assigned the ticket. The affected user will get notifications on any updates of the ticket in their portal and also directly to their CMETB email.

NB It is recommended that the affected user continues to use the CMETB Helpdesk portal as the only communication mechanism for all Helpdesk queries.**