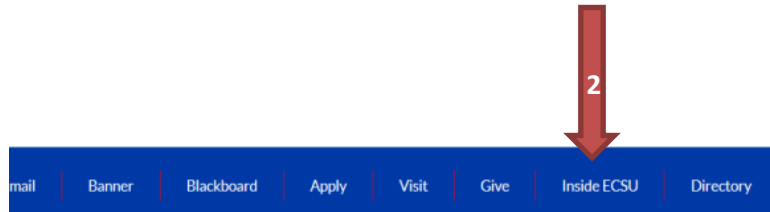


How to request INB Banner password reset

1. Go to www.ecsu.edu
2. Click **Inside ECSU** from the home page
3. Click **Submit IT Helpdesk Ticket** link.



INSIDE ECSU

ECSU at Work

- Banner
- Blackboard
- Calendar
- Contact Us
- Email
- Remote Session Support
- Student Directory
- **Submit IT Helpdesk Ticket**
- Viking Shoppes

4. Enter your **domain username and password**
(Same username and password when you log onto your computer)



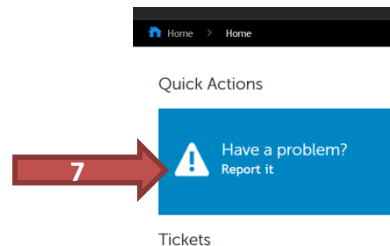
5. Select **ECSU** for the organization.



6. Click **login**



7. Click **Have a problem? Report It**



8. Complete the following fields on the form.

9. Click **Apply Changes**

10. Click **Save**

The screenshot shows the 'New Ticket | ECSU IT Service Desk' form. The form includes the following fields and callouts:

- I NEED ASSISTANCE WITH.... (i.e. password reset, computer, telephone, etc.): (required)**: A text input field containing 'Reset INB account for yourusername for PROD'. A callout box says 'Reset INB account for yourusername for PROD'.
- REQUESTER INFORMATION :**
 - Email Address: (required)**: A text input field containing 'username@ecs.u.edu'. A callout box says 'Add your email here'.
 - Contact Phone Number: (required)**: A text input field containing '1234'. A callout box says 'Add your extension here'.
- LOCATION OF PROBLEM:**
 - Building: (required)**: A dropdown menu with 'M. D. Thorpe Administration Building' selected. A callout box says 'Select your building'.
 - Room number/Area: (required)**: A text input field containing '012'. A callout box says 'Add your room here'.
- Impact :**: A dropdown menu with '1 person cannot work' selected.
- I NEED ASSISTANCE WITH.... :**: A dropdown menu with 'I need assistance with...' selected.
- USERNAME/EXT/SOFTWARE (if applicable):**: An empty text input field.

At the bottom of the form, there are two buttons: 'Save' and 'Apply Changes'. A callout box with the number '10' points to the 'Save' button, and a callout box with the number '9' points to the 'Apply Changes' button.

Once you submit your ticket, you'll receive an email that confirms IT has received your request.