How to log IT Servicedesk request through email

- 1. Login to your Office 365 (http://mail.office365.com)
- 2. Once login, click on 'new email'

Cffice 365		
⊕ new mail	search mail and people	م
	all unread to me fla	agged
«	INBOX	CONVERSATIONS BY DATE 👻
⊿ Favorites	EARLIER THIS MONTH	-
Inbox 71		
Sent Items	The latest issue of macker wi	onthiy is ready for down

- 3. Enter below information :
 - a) Enter servicedesk email address (servicedesk@swinburne.edu.my)
 - b) Enter service request description
 - c) Enter your email request in details

	Outlook	Calendar	People	Newsfeed	SkyDrive	Sites		SIM CHEW LEE 👻	ø	?
E SEND X DISCARD	INSERT	•••							c	ļ
To servicedesk@swinburne.ed	u my	a								+
Cc:										
Subject How to change my bl	ackboard pa	ssword	k)						
Calibri	12 🔻	віц	I 🗄 1	<u>ab</u> <u>A</u>	×					
Dear Sir / Madam,										
May i know how to chang	e my Black	kboard pas	sword?		С					
Regards,										
Paul										

4. You will receive a reference number from the servicedesk once you send the email

⊕ new mail	search mail and people , , , , , , , , , , , , , , , , , , ,	Ticket No. [26938]: How to change blackboard password € RENT 《 RENTALL → FG						
« « Favorites	DELETED ITEMS IN DATE +	Service Desk <servicedesk@swinburne.edu.my> rr 25/10/2012 900 AM</servicedesk@swinburne.edu.my>						
Inbox 71 Sent Items	✓ Service Desk × IP Ticket No. [26938]: How to change blackboarc Fri 25/10 Your request for service has be	Tec :						
inbox 71	Microsoft Outlook Undeliverable: How to change my Blackboard F Fri 25/10 Delivery has failed to these recipients or groups: serv	Dear Your request for service has been received and a ticket has been created within our system. One of our t: will be assigned to look into the issue shortly. Your reference number for this request is <u>26938</u> . To aid in our handling of your request, please do not m						
Drafts [1] Sent Items	Service Desk Ticket No. [26935]: Change Blackbaord pastwir Fri 25/10							
Deleted Items 4	, Your request for service has be							
Junk E-Mail	OLDER	subject of the email when replying.						