



The Zone is currently unavailable. If you are trying to register for classes, please click here to go to [CLASS-Web](http://banner-web.clpccd.cc.ca.us:700/) (<http://banner-web.clpccd.cc.ca.us:700/>). If you are just trying to get to your student email, please click here for [Zonemail](http://stumail.clpccd.edu/) (<http://stumail.clpccd.edu/>).

COVID-19 Response: Campuses have transitioned to Online Classes and Services.
[Details and Resources Here \(/urgentalerts/index.php\)](/urgentalerts/index.php).

[Home \(http://districtazure.clpccd.org/\)](http://districtazure.clpccd.org/) / [Technology Services \(http://districtazure.clpccd.org/tech/\)](http://districtazure.clpccd.org/tech/)
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Help Desk / Service-Now

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Service-Now is an online system used to submit and track requests. CLPCCD faculty, staff and administrators are able to submit ITS Help Desk tickets via Service-Now online, by email, or by phone. .

- Phone, leave voicemail if necessary: 925-424-1715
- Email, providing as many details as you can: clpccd@service-now.com (<mailto:clpccd@service-now.com>)
- Online, log in using the same name and password you use for your work computer and email account: <https://clpccd.service-now.com/> (<https://clpccd.service-now.com/>)

Notifications will be emailed to the requestor when the Help Desk ticket is created, when a technician is assigned, and as actions are taken.

There are two types of request options online:

1. "Open Help Ticket" - this is where you will report that something no longer works or just ask a question.
2. "Request Services" - this is where you will request new hardware, new software, training, AV equipment or support, phones or schedule IT to move equipment.

For your reference, a video of "How to Use the New Service-Now" system and samples of Service-Now are listed below.

How to Use the New Service-Now (/tech/files/images/zoom_1.mp4) (video - mp4)

User Guide for Service-Now (/tech/files/docs/ServiceNowHandout.pdf) (pdf)

Service-Now Login (<https://clpccd.service-now.com/>)

Help Desk / Service-Now:

Email: clpccd@servicenow.com (mailto:clpccd@servicenow.com)

Phone: (925) 424-1715

Online: <https://clpccd.service-now.com/> (<https://clpccd.service-now.com/>)

Student HelpZone:

Zone portal and Zonemail support

Email: helpzone@clpccd.org (mailto:helpzone@clpccd.org)
(mailto:helpzone@clpccd.org)

Phone: (925) 424-1710

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Employment Opportunities
(<http://www.clpccd.org/HR/EmploymentOpportunities.php>)

Governing Board Agenda (</board/index.php>)

Citizens' Bond Oversight Committee
(<http://www.clpccd.org/bond/OversightComm.php>)

Project Bidding
(<http://www.clpccd.org/bond/BiddingProjectBusinessOpportunitiesNew.php>)

Disclaimers
(<http://www.clpccd.org/newsroom/PrivacyPolicy.php>)

Canvas (<https://clpccd.instructure.com/login/canvas>)

Zonemail
(<https://mail.google.com/a/zonemail.clpccd.edu>)

The Zone
(<https://myportal.clpccd.cc.ca.us/cp/home/loginf>)

CLASS-Web (<http://banner-web.clpccd.cc.ca.us:700/>)



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