To access the advanced features of the WebCT Help Desk, you'll need to create an account. It should only take a few minutes.


2. Click on Sign in in the upper right corner of the WebCT Help Desk site.

3. Next click on Create a New Account

**Why create an account?**

- With a WebCT Help Desk account, you'll be able to chat online or speak on the telephone with a Help Desk representative.

- You'll also be able to track your “trouble tickets”. Each time you ask a different question, the Help Desk will open up a “ticket”. You can track each ticket until your problem is resolved.

4. Fill in the asked for information.

**TIP:** It might be easier to remember your password if you make it the same as your WebCT password.

5. Click on the blue arrow and choose City College of San Francisco.

6. Click on Create a New Account.