

New 24x7 Support Desk Site - 07/01/2020

On July 1, 2020, the [24x7 Support Desk website](#) will have a new look and feel with slight changes. Don't worry, the new website will still have the essential features as now. You will be able to search for a knowledgebase article (KB), chat online with a support agent, create a ticket online, and grab the 24x7 Support Desk's phone number to contact a support desk agent.

Improvements to the site include new sections for Most Read Articles, Featured Articles and Most Useful Articles, shown below. We hope these additions will allow you to find information to more quickly address an issue.

The screenshot shows the top section of the CCCS Self Help Service Desk website. At the top left is the Colorado Community College System logo. At the top right is the phone number 888-800-9198 and a Chat button. The main header area features the title "CCCS Self Help Service Desk" and the tagline "We're always here to help." Below this is a search bar with the placeholder text "How can we help?".

Below the search bar are two main navigation options: "Knowledge" (with a book icon) and "Get Help" (with a speech bubble icon). Under "Knowledge" is the subtext "Browse and search for articles, rate or submit feedback." Under "Get Help" is the subtext "Contact support to make a request, or report a problem."

A red box highlights three article categories: "Most Read Articles", "Featured Articles", and "Most Useful Articles".

- Most Read Articles:** Shows a "DEMO ARTICLE" by Daniel Lalov, 61 Views, 22d ago, with a 5-star rating.
- Featured Articles:** Shows "No content to display".
- Most Useful Articles:** Shows a "DEMO ARTICLE" by Daniel Lalov, 61 Views, 22d ago, with a 5-star rating.

On the right side, there is a "System Status" section with a bell icon, listing the following items:

System Status	Status
College Portal	✓
D2L	✓
Digital Integrations	✗
ERP (Banner)	✓
Student Email	✓