CDOB Help Desk Website

The following instructions explain how to create a Help Desk request to the Diocese of Brownsville I.T. Department.

1. To access the Diocese of Brownsville Help Desk website, type the following web address.

   https://helpdesk.cdob.org

   The website address is available externally as well. There is also a blue button in the main page of our Diocesan Website.

2. The following webpage will be displayed. To setup your Help Desk account, click the “Sign Up” link.

3. After selecting the “Sign Up” link above, the following webpage will display. Please enter your name, work email address for a Parish, School or Diocesan entity, Word Verification than click the Sign Up button. You can request a CDOB email account free of charge.
CDOB Help Desk Website

4. After clicking the “Sign Up” button above, you will receive an email from the Catholic Diocese of Brownsville – Help Desk, and will look similar to this image. Click the “click here” link to accept the invitation.

Dear John De Leon,
Welcome to Catholic Diocese of Brownsville - Help Desk Help Desk Portal
You are invited to access Catholic Diocese of Brownsville - Help Desk's Help Desk Portal. By accessing this portal you can now track your requests online, access knowledge base and join the community forums.

Your User Name: john.deleon@outlook.com

Please click here to accept invitation.

If you are not the intended recipient of this invite, please contact the Catholic Diocese of Brownsville - Help Desk Administrator.

Thank you,
Catholic Diocese of Brownsville - Help Desk

5. After clicking the “Click Here” link above, you will see the following webpage. Please follow the instructions to establish your password. It's a good idea to use the same password that you're currently using for your work email address (Parish, School or Diocesan entity).
6. After you've established your password, you will see the following webpage. On the bottom row, you will see the following options: Add Tickets, My Tickets and Knowledge Base.

7. To create a Help Desk ticket, click the Add Tickets link on the bottom. The following webpage will display. Please complete as much information as possible, including alternate contact number and email address if you cannot reached at your desk or through the email account you used when you initially registered. Please be as descriptive as possible when describing your issue so that we can expedite a resolution for you. The more information you provide, the quicker we can find the root cause of your issue.

Please be sure to select the appropriate drop-down list of items at the bottom of the page. You do not need to complete the Priority, Product Name or Classification selection.

When complete, click the Submit button. Please submit one ticket per issue. Please do not combine multiple issues on one Help Desk ticket.
8. To view previously submitted Help Desk tickets, click the My Tickets link at the bottom of the page to view updates etc.

Please refer to page 9, section 2.1 of the Information Technology Policies and Procedures manual for Help Desk response times, you may click here to view the manual.