How to Submit a Helpdesk Ticket

Summary:
This is a breakdown on how to submit a basic ticket to the CNS Helpdesk accompanied with a short explanation on the types of ticket requests that a user can submit.

Basic Process:
1. Go to [http://cns.utexas.edu/help](http://cns.utexas.edu/help)
2. Log in with your EID and password.
3. Fill out the form as needed. The required fields are marked with an *.
Request Types:

While submitting a ticket there are multiple request types to choose from and each of those may have further options. Below is a list of the different types and how they are categorized.

Classroom/Conference Audio/Visual

Any request that has to do with a piece of equipment within a CNS classroom.
Teaching Computer Lab

Any request that concerns a machine in a teaching lab.
Web Site Requests/Issues

Any requests that has to do with a website or page managed by CNS.
**Need guest wireless access**

Any request where wireless access is needed for a non UT affiliated individual; or anyone without an active EID and a business case need for the access.
### INFORMATION ABOUT THE ISSUE

**Long Term wireless access**: Please grant via HRMS. Click here to list procedures for employees of contractors as University Affiliates.

**Short Term wireless access**: Please purchase an AT&T card from campus computer store (single guest or conference access) for short term use.

For those that need direct access to the UT Network for research purposes or if their business at UT requires it, please supply the following:

<table>
<thead>
<tr>
<th>Request Type*</th>
<th>Need guest wireless access</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the location of the issue?</td>
<td>Same as Office Location</td>
</tr>
<tr>
<td></td>
<td>WCH 3.104</td>
</tr>
<tr>
<td>Guest Full Name*</td>
<td></td>
</tr>
<tr>
<td>Guest Phone Number</td>
<td></td>
</tr>
<tr>
<td>Guest Email*</td>
<td></td>
</tr>
<tr>
<td>Guest Address*</td>
<td></td>
</tr>
<tr>
<td>Group Affiliation (department hosting guest)*</td>
<td></td>
</tr>
<tr>
<td>Identify length of guest access in days or date to set account expiration*</td>
<td>Number of Days:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>- OR -</td>
<td></td>
</tr>
<tr>
<td>Expires on:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Select Month</td>
</tr>
<tr>
<td>For what University-related reason will your guest be visiting?*</td>
<td></td>
</tr>
</tbody>
</table>

---

**Network Connectivity**

Any request to activate or troubleshoot a wall port in their area.
Static IP Request

Any request for a static IP address.
Remove Physical Equipment

Any request to remove computer hardware and have it sent to surplus.
### INFORMATION ABOUT THE ISSUE

**Request Type**
- Remove Physical Equipment

**What is the location of the issue?**
- Same as Office Location
- WCH 3.194

**What type of equipment needs to be removed?**
- [ ]

**What are the UT Inventory Numbers of this equipment?**
- Examples of UT Tags

**If applicable, does data need to be retained?**
- N/A
- Yes
- No

**Description of Problem or Request**

[Submit Help Request]

---

**Need Assistance With...**

Any generic request for computer related assistance can go here.
Related articles

- Admin Responsibility Matrix
- CrashPlan UT Backup
- Classification of IT Resources for ISORA
- ChemDraw
- AEMS Mailbox Setup on IOS - Alternative Method