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.
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**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request Type*</td>
<td>Remove Physical Equipment</td>
</tr>
<tr>
<td>What is the location of the issue?</td>
<td>Same as Office Location</td>
</tr>
<tr>
<td>WCH 3.104</td>
<td></td>
</tr>
<tr>
<td>What type of equipment needs to be removed?</td>
<td></td>
</tr>
<tr>
<td>What are the UT Inventory Numbers of this equipment?*</td>
<td></td>
</tr>
<tr>
<td>If applicable, does data need to be retained?</td>
<td>N/A Yes No</td>
</tr>
</tbody>
</table>

**Description of Problem or Request***

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Need Assistance With...

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

- Admin Responsibility Matrix
- Classification of IT Resources for ISORA
- CrashPlan UT Backup
- Common Mac Fixes
- How to Access the Office365 Junk Mail folder on the web