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
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.

### Form Fields:

- **Request Type:** Static IP Request
- **What is the location of the issue?**
  - Same as Office Location: WCH 3.104
- **Reasons to use this form:**
  - I want to connect to my machine remotely
  - I want a secure, campus-only routable IP address
  - I need to set up a printer on the network
  - I need a static IP address
- **Whom can we contact about this machine?**
- **Where can we meet with the above person?**
- **What is that person's department?**
- **What is the name of this machine?**
- **What is the machine's MAC Address?**
  - How Do I Find My MAC Address?
- **What is the UT Inventory Number of this machine?**
  - Examples of UT Tags
- **Does this device have Cat-1 data on it?**
  - N/A, Yes, No
  - What is Cat-1?
- **Description of Problem or Request**
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