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.

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

- **Request Type**: Remove Physical Equipment
- **What is the location of the issue?**
  - Same as Office Location
  - Location: WCH 3.104
- **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]

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**Need Assistance With...**

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

- ChemDraw
- Admin Responsibility Matrix
- Common Mac Fixes
- How to Access the Office365 Junk Mail folder on the web
- Chat