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.
<table>
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<tr>
<th>Request Type*</th>
<th>Network Connectivity</th>
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| What is the location of the issue? | Same as Office Location
| | WCH 3.104 |
| What type of network help do you need? | Activate Wall Port |
| | I moved into a new office and need to use my wall port(s) for the Internet |
| What is the ACO number that the computer(s) will be connected to? | Example of ACOs |
| Whom can we contact about 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 |
| For Non-Computers, please select N/A | What is Cat-1? |
| Description of Problem or Request* | |

**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.
Need Assistance With...

Any generic request for computer related assistance can go here.
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