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 https://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.

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<table>
<thead>
<tr>
<th>INFORMATION ABOUT THE ISSUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please fill out as much information as possible. The more detail you gather, the faster we can process your request.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Request Type*</th>
</tr>
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<tbody>
<tr>
<td>Network Connectivity</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>What is the location of the issue?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same as Office Location</td>
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<tr>
<td>WCH 3.104</td>
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</table>

<table>
<thead>
<tr>
<th>What type of network help do you need?</th>
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</thead>
<tbody>
<tr>
<td>Activate Wall Port</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What type of activation help do you need?</th>
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</thead>
<tbody>
<tr>
<td>I moved into a new office and need to use my wall port(s) for the internet</td>
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<table>
<thead>
<tr>
<th>What is the ACO number that the computer(s) will be connected to?</th>
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<tbody>
<tr>
<td>Example of ACOs</td>
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<table>
<thead>
<tr>
<th>Whom can we contact about this machine?</th>
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<tbody>
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<td></td>
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<table>
<thead>
<tr>
<th>What is the machine’s MAC Address?</th>
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<tbody>
<tr>
<td>How Do I Find My MAC Address?</td>
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</table>

<table>
<thead>
<tr>
<th>What is the UT Inventory Number of this machine?</th>
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<tbody>
<tr>
<td>Examples of UT Tags</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Does this device have Cat-1 data on it?</th>
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</thead>
<tbody>
<tr>
<td>N/A Yes No</td>
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</table>

<table>
<thead>
<tr>
<th>For Non-Computers, please select N/A</th>
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</table>

<table>
<thead>
<tr>
<th>Description of Problem or Request*</th>
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<tbody>
<tr>
<td></td>
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</tbody>
</table>
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 3.104

**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

Page: Admin Responsibility Matrix
Page: New Employee Form
Page: How to Submit a Helpdesk Ticket
Page: ChemDraw
Page: Classification of IT Resources for ISORA