(Draft) Submitting 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.
YOUR CONTACT INFORMATION

Name*  James M Carr
Email*  matt.carr@utexas.edu
Phone Number*  5122321077
Office Location*  WCH 3.104

I confirm that you can meet me at the above location *

How do you prefer to be contacted?  Email  Phone

INFORMATION ABOUT THE ISSUE

Request Type*  Teaching Computer Lab
What is the location of the issue?  Same as Office Location  WCH 3.104
I need help with...  Printer  Software  Hardware

Description of Problem or Request*

Submit Help Request
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.

### INFORMATION ABOUT THE ISSUE

**Long Term wireless access:** Please grant via HRMS. [Click here](#) to list procedures for employees of contractors as University Affiliates.

**Short Term wireless access:** Please purchase an AT&T card from campus computer store (single guest or conference access) for short term use.

For those that need direct access to the UT Network for research purposes or if their business at UT requires it, please supply the following:

<table>
<thead>
<tr>
<th>Request Type*</th>
<th>Need guest wireless access</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the location of the issue?</td>
<td>Same as Office Location</td>
</tr>
<tr>
<td>Guest Full Name*</td>
<td></td>
</tr>
<tr>
<td>Guest Phone Number</td>
<td></td>
</tr>
<tr>
<td>Guest Email*</td>
<td></td>
</tr>
<tr>
<td>Guest Address*</td>
<td></td>
</tr>
<tr>
<td>Group Affiliation (department hosting guest)*</td>
<td></td>
</tr>
<tr>
<td>Identify length of guest access in days or date to set account expiration*</td>
<td>Number of Days:</td>
</tr>
<tr>
<td>- OR -</td>
<td></td>
</tr>
<tr>
<td>Expires on:</td>
<td>Select Month</td>
</tr>
<tr>
<td>For what University-related reason will your guest be visiting?*</td>
<td></td>
</tr>
</tbody>
</table>


Network Connectivity

Any request to activate or troubleshoot a wall port in their area.
INFORMATION ABOUT THE ISSUE

Please fill out as much information as possible. The more detail you gather, the faster we can process your request.

Request Type* 
Network Connectivity

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

What type of activation help do you need?
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?

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?
[ ] 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.
<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>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</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>
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.
Related articles

- (Draft) Common Mac Fixes
- Connecting to the UT VPN
- How To: Duo Two-Factor Authentication
- (Draft) Submitting a Helpdesk Ticket
- Employee Enter and Exit Forms