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.
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
- Additional location: blank

**What type of equipment needs to be removed?**
- Additional equipment: blank

**What are the UT inventory numbers of this equipment?**
- Examples of UT Tags: blank

**If applicable, does data need to be retained?**
- N/A
- Yes
- No

**Description of Problem or Request**
- Additional description: blank

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**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