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.
Need Assistance With...

Any generic request for computer related assistance can go here.
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- How to Upload Screenshots to ServiceNow
- Common Mac Fixes
- How to Access the Office365 Junk Mail folder on the web