

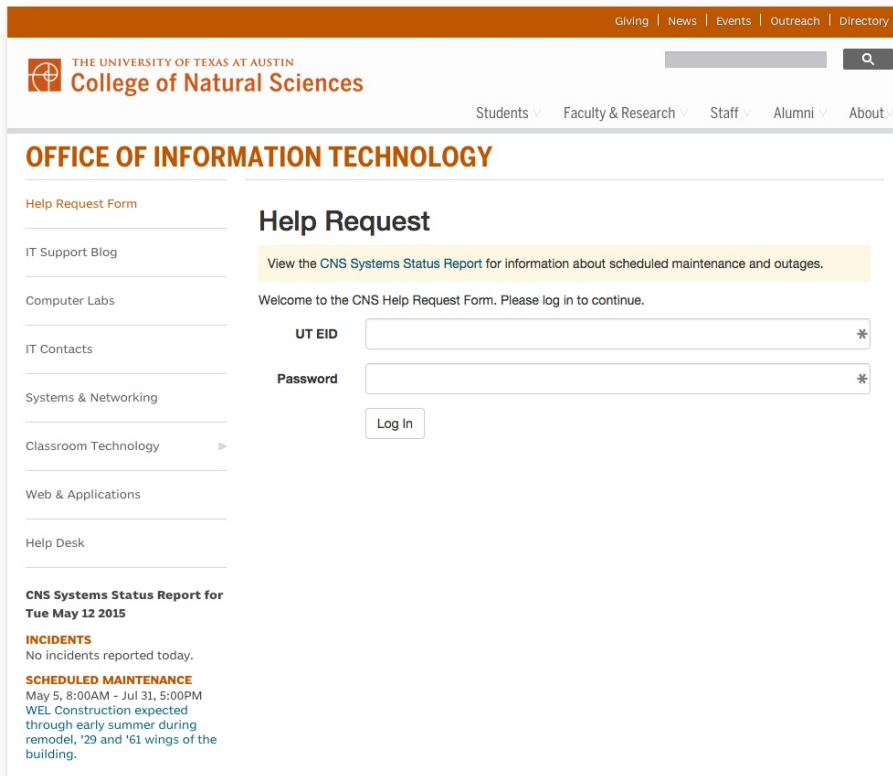
How to Submit a Helpdesk Ticket

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.



The screenshot shows the 'Help Request' page of the Office of Information Technology at the University of Texas at Austin. The page has a navigation bar at the top with links for Giving, News, Events, Outreach, and Directory. Below this is the University of Texas at Austin logo and the College of Natural Sciences name. A search bar is located in the top right. The main content area is titled 'OFFICE OF INFORMATION TECHNOLOGY' and 'Help Request'. It includes a sidebar with links to various IT services like Computer Labs, IT Contacts, and Systems & Networking. The main content area contains a login form with fields for 'UT EID' and 'Password', both marked with an asterisk. A 'Log In' button is below the password field. There is also a link to the 'CNS Systems Status Report' and a section for 'INCIDENTS' and 'SCHEDULED MAINTENANCE'.

Help Request Form

IT Support Blog

Computer Labs

IT Contacts

Systems & Networking

Classroom Technology

Web & Applications

Help Desk

CNS Systems Status Report for Tue May 12 2015

INCIDENTS
No incidents reported today.

SCHEDULED MAINTENANCE
May 5, 8:00AM - Jul 31, 5:00PM
WEL Construction expected through early summer during remodel, '29 and '61 wings of the building.

View the [CNS Systems Status Report](#) for information about scheduled maintenance and outages.

Welcome to the CNS Help Request Form. Please log in to continue.

UT EID

Password

3. Fill out the form as needed. The required fields are marked with an *.

Help Request

View the [CNS Systems Status Report](#) for information about scheduled maintenance and outages.

UT EID jmc6478 Log Out jmc6478

YOUR CONTACT INFORMATION

Name* James M Carr

Email* matt.carr@utexas.edu

Phone Number* 5122321077

Office Location* FNT B104

☒ 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* Need Assistance With...

What is the location of the issue? ☒ Same as Office Location FNT B104

What do you need assistance with? Software

Description of Problem or Request. Please include ACO and MAC Address if applicable.*
I need to have the latest version of Steam Installed.

Submit Help Request

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.

UT EID

jmc6478

Log Out jmc6478

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*

Classroom/Conference Audio/Visual

What is the location
of the issue?

☒ Same as Office Location

WCH 3.104

I need help with...

☒ Projector

Laptop

Audio

Console Computer

A/V Install Request

Description of
Problem or Request*

Submit Help Request

Teaching Computer Lab

Any request that concerns a machine in a teaching lab.

UT EID

jmc6478

Log Out jmc6478

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.

UT EID

jmc6478

Log Out jmc6478

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*

Web Site Requests/Issues

Please enter the
URL of the page that
is having issues

Description of
Problem or Request*

Submit Help Request

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:

Request Type*	Need guest wireless access
What is the location of the issue?	<input checked="" type="checkbox"/> Same as Office Location WCH 3.104
Guest Full Name*	<input type="text"/>
Guest Phone Number	<input type="text"/>
Guest Email*	<input type="text"/>
Guest Address*	<input type="text"/>
Group Affiliation (department hosting guest)*	<input type="text"/>
Identify length of guest access in days or date to set account expiration*	Number of Days: <input type="text"/> - OR - Expires on: Select Month Select Day Select Year
For what University-related reason will your guest be visiting?*	<input type="text"/>

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?
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
What is Cat-1?

For Non-Computers, please select N/A

Description of Problem or Request*

Static IP Request

Any request for a static IP address.

Request Type*	Static IP Request
What is the location of the issue?	<input checked="" type="checkbox"/> Same as Office Location WCH 3.104
Reasons to use this form: <ul style="list-style-type: none"> • 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 	
Whom can we contact about this machine?	<input type="text"/>
Where can we meet with the above person?	<input type="text"/>
What is that person's department?	<input type="text"/>
What is the name of this machine?*	<input type="text"/>
What is the machine's MAC Address?	<input type="text"/> How Do I Find My MAC Address?
What is the UT Inventory Number of this machine?	<input type="text"/> Examples of UT Tags
Does this device have Cat-1 data on it? For Non-Computers, please select N/A	<div> <input type="button" value="N/A"/> <input type="button" value="Yes"/> <input type="button" value="No"/> </div> What is Cat-1?
Description of Problem or Request*	<input type="text"/>

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

Need Assistance With...

Any generic request for computer related assistance can go here.

INFORMATION ABOUT THE ISSUE

Request Type*
Need Assistance With...

What is the location of the issue?
☒ Same as Office Location
WCH 3.104

What do you need assistance with?

☒ Desktop
Laptop
Peripheral
Network Printer
Phone
Software
Firewall
Purchasing
Inventory
New Employee Setup
Email
Server Access
Service Access
Other

Description of Problem or Request. Please include ACO and MAC Address if applicable.*

Submit Help Request

Related articles

- [Common Mac Fixes](#)
- [How to Access the Office365 Junk Mail folder on the web](#)
- [Employee Enter and Exit Forms](#)
- [Classification of IT Resources for ISORA](#)
- [ChemDraw/ChemOffice+](#)