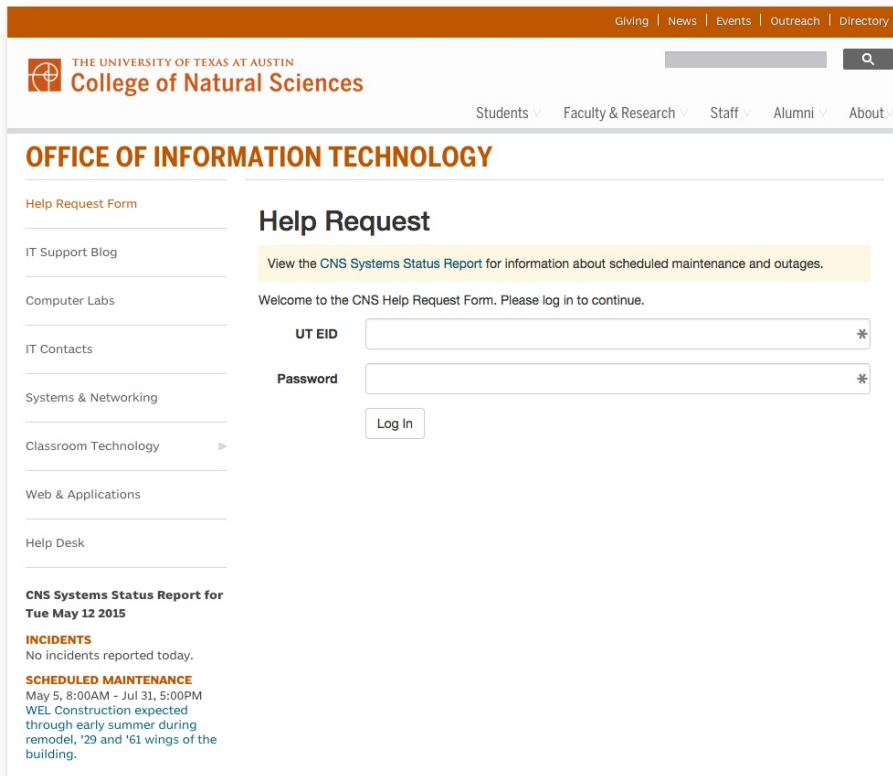# How to Submit a Helpdesk Ticket

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 *.

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@utexs.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.

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?	☑ Same as Office Location WCH 3.104
Guest Full Name*	
Guest Phone Number	
Guest Email*	
Guest Address*	
Group Affiliation (department hosting guest)*	
Identify length of guest access in days or date to set account expiration*	Number of Days: - OR - Expires on: Select Month ⇕　Select Day ⇕　Select Year ⇕
For what University-related reason will your guest be visiting?*	

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 Interne
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? **For Non-Computers, please select N/A**	N/A Yes No
	What is Cat-1?
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?
☑ Same as Office Location
WCH 3.104

Reasons to use this form:

- 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?

Where can we meet with the above person?

What is that person's department?

What is the name of 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?
For Non-Computers, please select N/A
| N/A | Yes | No |
What is Cat-1?

Description of Problem or Request*

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+