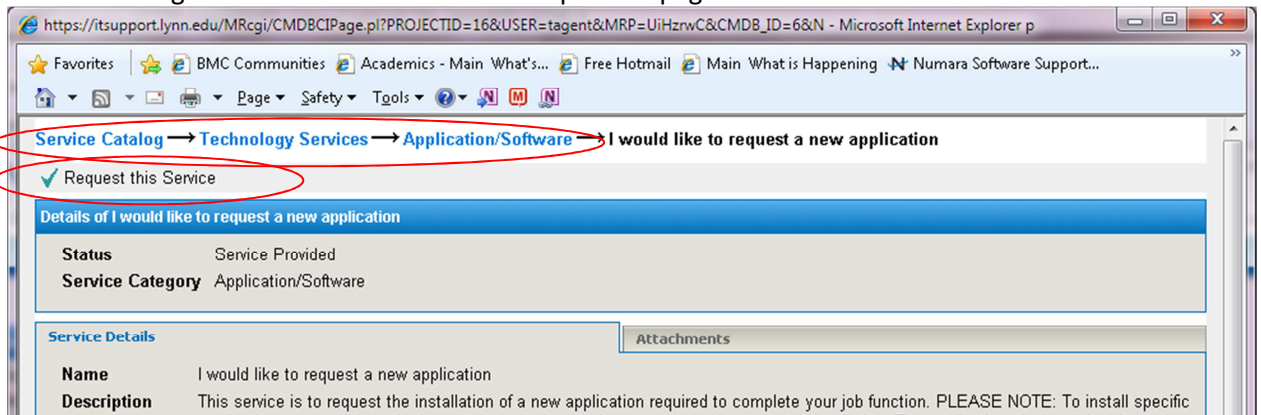


How to open a new ticket

The **Service Catalog** is a grouping of services provided by the Service Desk. You can find what you are looking for by:

1. Use the search capability by typing a keyword such as your role (faculty), the application name (Jenzabar) or function (grades, equipment) and the services associated with that word will come up.
2. Navigate the 4 icons that appear as groupings of the different services offered – Most of these services are arranged in the NEW, MODIFY OR CHANGE or BROKEN model.
 - a. **Card Office and Room Access Services** - for IDs, locks, lock equipment related tickets.
 - b. **Student ONLY Services** –
 - i. Personal Desktop, Laptop and Mobile Device Support
 - ii. In room connectivity
 - iii. Common area desktop and printing support
 - iv. User accounts.
 - c. **Technology services**
 - i. Application/Software
 - ii. Campus Security
 - iii. Classroom Technology*
 - iv. Computer peripherals and Network Resources – for equipment requests
 - v. Email
 - vi. Employee Services Requests
 - vii. Passwords/Pins resets*
 - viii. Voice and Phone
 - d. **University Data services** – these are services provided by Institutional Research and have to do with reports, survey and Qualtrics use.
3. Choose the correct category – a description of the service page will come up. If this is what you are looking for click on **“Request this service”** otherwise if you need to navigate back to the service catalog use the breadcrumbs on the top of the page.

Categories **Marked with *** Classroom technologies is only for Incidents and Password resets are only for Service Requests.



4. Add contact Information if not automatically added by the system.
5. Click on the **Please provide further details** to enter free flow text describing the incident/request.
6. If there are required fields in the **additional details tab it will be highlighted**.
7. The **title** will be prepopulated in the ticket but **these can be changed to reflect the subject of the specific ticket**.
8. If you have any files you want to attach to the incident, click on the Attachments tab
9. Click the **SAVE** button

SAVE Help

New Ticket for IT Test Wizard

Title* Application - New ABC

Priority* Medium **Status*** New App

ID* **Last Name*** **First Name***

Manager's Notes | Attachments | CI Links | Assignees and Notifications

Contact Information* | Please provide further details | **Additional Information*** | Resolution Tab | Service Level Information

Select Contact | History | Clear

ID* **Last Name*** **First Name***

username* **Telephone Number*** **Email address**

Internal Status No Choice