How To – Submit a Ticket

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Overview

This 'How To' concentrates on submitting a helpdesk ticket and the various options available.

Process

There are 2 methods of submitting a ticket. Either via an internal website (http://helpdesk), or send an email to cuehelpdesk@cad.coventry.ac.uk

Please supply as much information as possible, an example is included below.

Scenario: you are onsite, and connect to CUE Terminal Servers. the Printer you normally print to no longer functions.

Info we need:

1. Which server you are currently logged onto (icon on desktop with 'TSxx', as it's name),
2. which printer your trying to print to (eg: IC-g01-001),
3. which office you are physically in
4. and finally, are there any errors on the printer and/or your screen?

This should apply to the majority of general issues that users may experience, so please adapt the above for your exact fault!

If you submit a ticket, you will receive updates via both methods. Ie, you create a ticket via email submission, you will receive further updates on both the website and via the email you sent from.

Finally, CC'ing other users is an option available to email submission only. Simply add in your desired CC users, to the CC field in your email client, and this will automatically CC them into the ticket and will receive updates from then on.

Responsibility

All support should be sent to the ticketing system. If you are unable to send such a request (ie: you are unable to login, or your session is locked) please contact us via the phone.