

How to Submit a Helpdesk Ticket



1 Navigate to pvamu.edu/helpdesk

2 Click "Open a Ticket"

A screenshot of the CITE helpdesk website interface. The page is divided into two main columns. The left column contains several sections: a link to 'View a list of services offered by CITE', a purple 'Knowledge Base' button with the text 'Browse the knowledge base to find instructions on how to perform various tasks', a dark red 'Open a Ticket' button with a yellow circle highlighting it and the text 'To request assistance from CITE, please open a ticket', and a green 'My Ticket Requests' button with the text 'View the status of your current open tickets'. The right column contains a vertical list of links: 'Online Forms', 'IT Issues/Requests', 'Voicemail', 'Phone Services', 'Banner 9', 'Distance Learning', and 'Website Maintenance'. The 'Open a Ticket' button is the primary focus of the instruction.

3 Enter your name in the Requestor Field.

[Service Catalog](#) / [Report an Issue](#) / [Open a Ticket](#) / [IT Issues/Requests](#)

IT Issues/Requests

Need help with IT needs? Open a ticket to request assistance from CITE

Requestor * ⓘ ⓘ

This is an individual that is listed as the person asking for service detailed within the ticket or rep

Acct/Dept * ⓘ

Please select your department, if it does not show up, please type "Other"

Building ⓘ

The physical location (building) where the ticket/incident has occurred or where the service is rec

4 Enter the name of the department you are in in the Acct/Dept. field.

Need help with IT needs? Open a ticket to request assistance from CITE

Requestor * ⓘ ⓘ

This is an individual that is listed as the person asking for service detailed within the ticket or rep

Acct/Dept * ⓘ

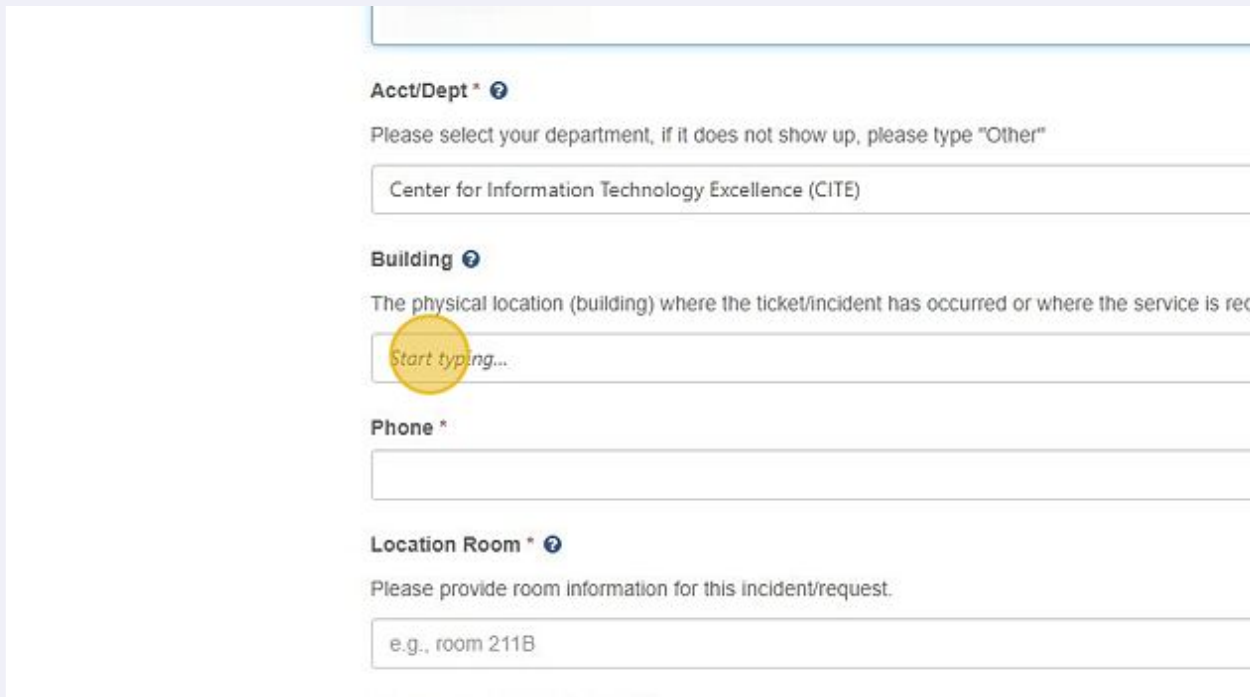
Please select your department, if it does not show up, please type "Other"

Building ⓘ

The physical location (building) where the ticket/incident has occurred or where the service is rec

Phone *

5 Enter the name of the building where the request/incident has occurred.



Acct/Dept * ⓘ
Please select your department, if it does not show up, please type "Other"
Center for Information Technology Excellence (CITE)

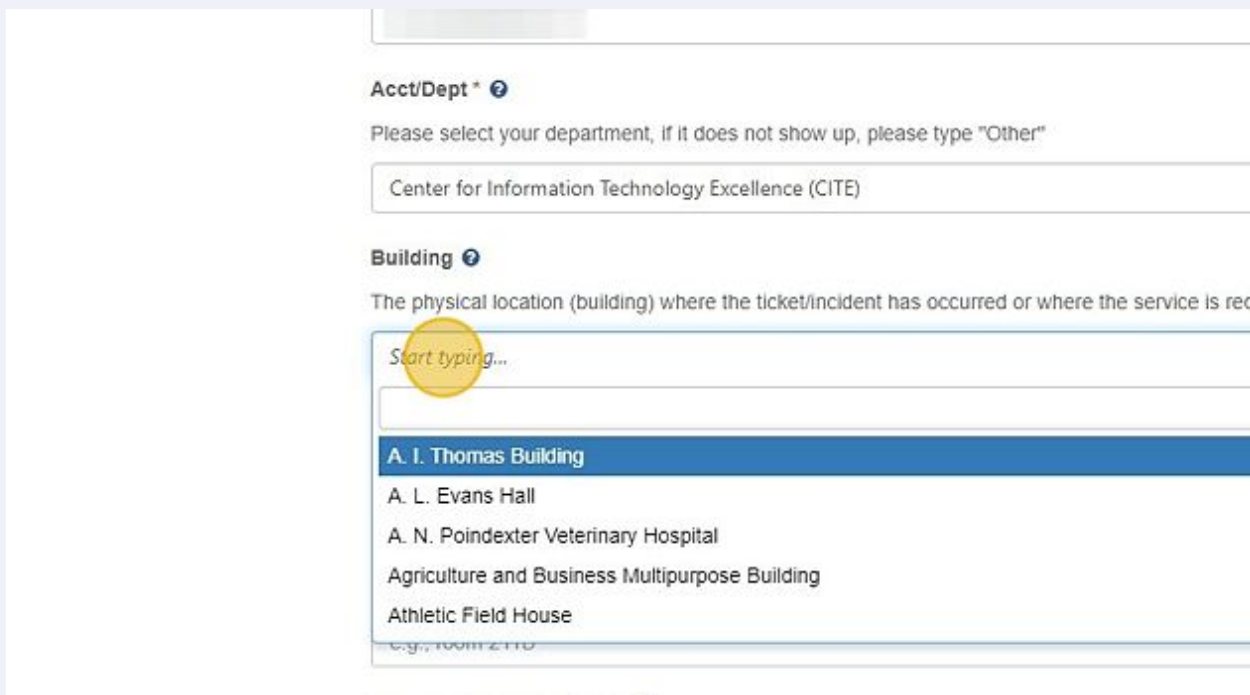
Building ⓘ
The physical location (building) where the ticket/incident has occurred or where the service is received

Start typing...

Phone *

Location Room * ⓘ
Please provide room information for this incident/request.
e.g., room 211B

6 You can find the name of the buildings by clicking the box for a drop down menu.



Acct/Dept * ⓘ
Please select your department, if it does not show up, please type "Other"
Center for Information Technology Excellence (CITE)


Building ⓘ
The physical location (building) where the ticket/incident has occurred or where the service is received

Start typing...

- A. I. Thomas Building
- A. L. Evans Hall
- A. N. Poindexter Veterinary Hospital
- Agriculture and Business Multipurpose Building
- Athletic Field House
- e.g., room 211B

7

Enter the phone number for our helpdesk agents to contact you.



Acct/Dept * ⓘ
Please select your department, if it does not show up, please type "Other"

Center for Information Technology Excellence (CITE)

Building ⓘ
The physical location (building) where the ticket/incident has occurred or

Start typing...

Phone *

Location Room * ⓘ
Please provide room information for this incident/request.

e.g., room 211B

Additional Contact Person ⓘ
Use this if you would like someone else from PVAMU to be copied on this

8

Enter the exact room location where the request/incident is taking place.

The physical location (building) where the ticket/incident has occurred or

Start typing...

Phone *

|

Location Room * ⓘ
Please provide room information for this incident/request.

e.g., room 211B

Additional Contact Person ⓘ
Use this if you would like someone else from PVAMU to be copied on this

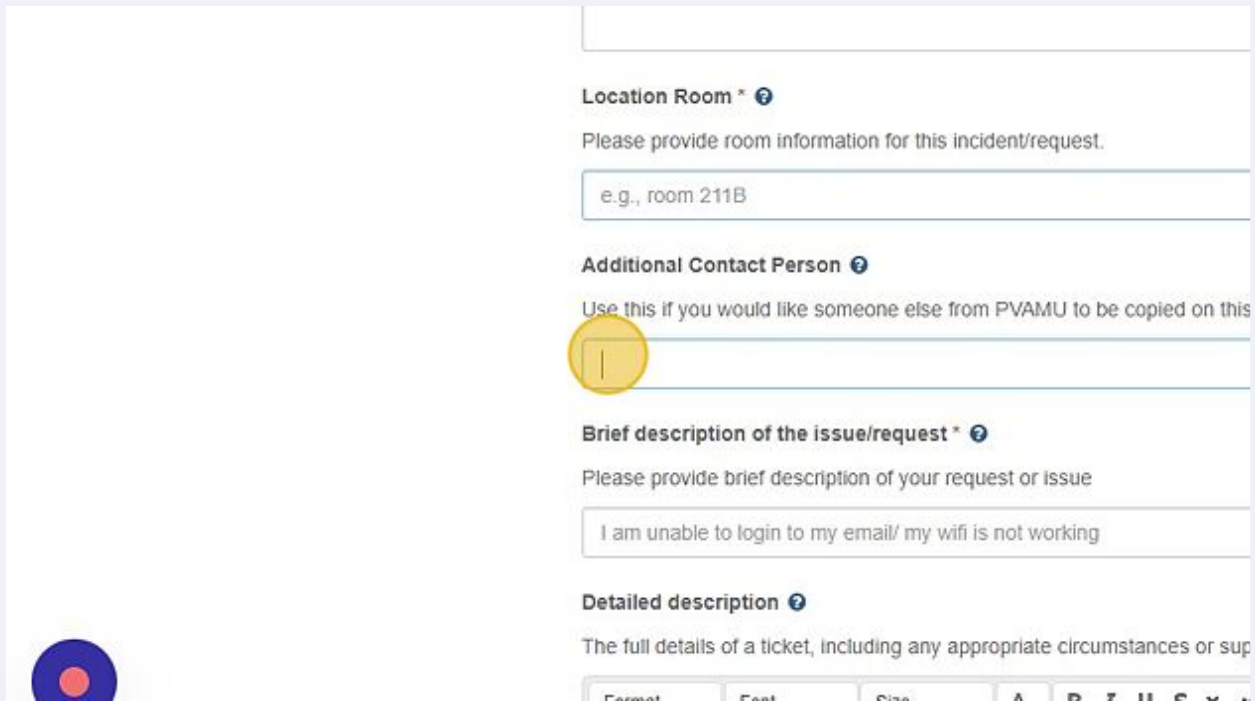
Start typing...

Brief description of the issue/request * ⓘ
Please provide brief description of your request or issue

I am unable to login to my email/ my wifi is not working

9

If anyone else should be notified about the request/incident, please enter their information here.



Location Room * ⓘ
Please provide room information for this incident/request.
e.g., room 211B

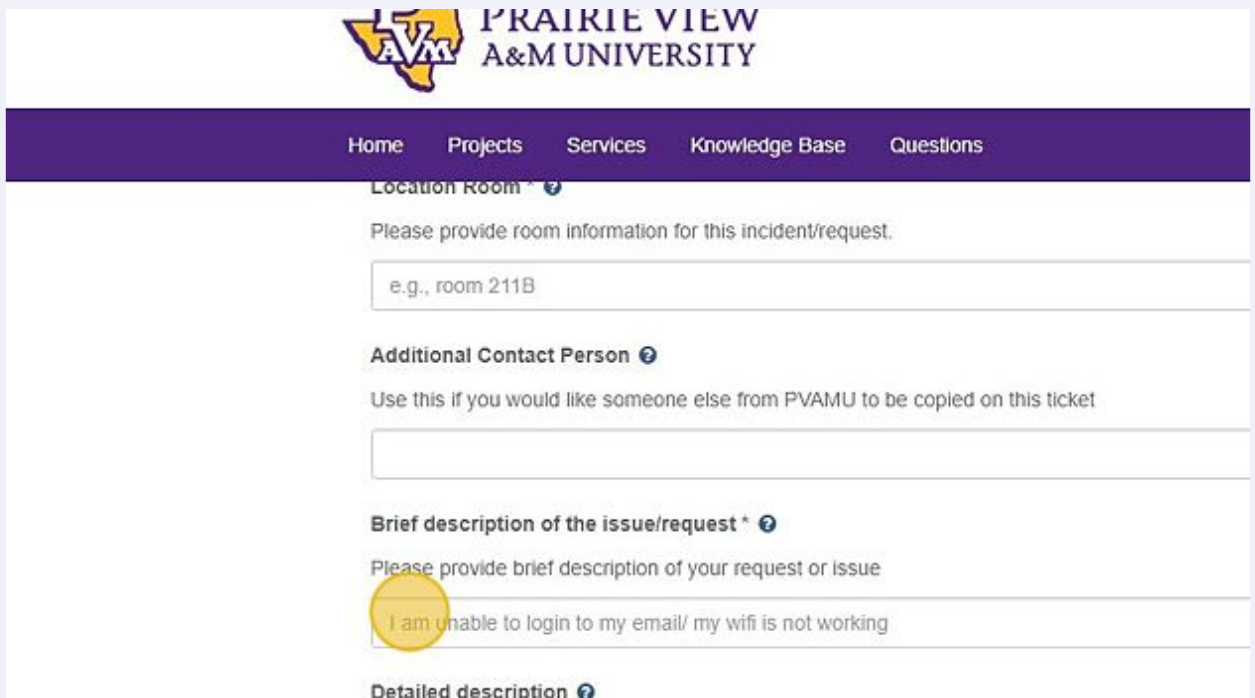
Additional Contact Person ⓘ
Use this if you would like someone else from PVAMU to be copied on this


Brief description of the issue/request * ⓘ
Please provide brief description of your request or issue
I am unable to login to my email/ my wifi is not working

Detailed description ⓘ
The full details of a ticket, including any appropriate circumstances or sup

10

Enter a brief description of your request/incident.



 PRAIRIE VIEW
A&M UNIVERSITY

Home Projects Services Knowledge Base Questions

Location Room * ⓘ
Please provide room information for this incident/request.
e.g., room 211B

Additional Contact Person ⓘ
Use this if you would like someone else from PVAMU to be copied on this ticket

Brief description of the issue/request * ⓘ
Please provide brief description of your request or issue
I am unable to login to my email/ my wifi is not working

Detailed description ⓘ

11

Use the space provided under "Detailed description", to give more information on your request/incident.


I am unable to login to my email/ my wifi is not working

Detailed description ⓘ

The full details of a ticket, including any appropriate circumstances or supplementary information

Format ▾ Font ▾ Size ▾ **A** **B** *I* U ~~S~~ x₂ x² *I*_x

☰ ☰ ☰ ☰ ☰ ☰ ☰



Attachment ⓘ

12

If you have screenshots or any additional details you would like to upload for the helpdesk agent to review, please upload using the "Attachment" section.


body

Attachment ⓘ

File attachments associated with the ticket.

Browse... No file chosen

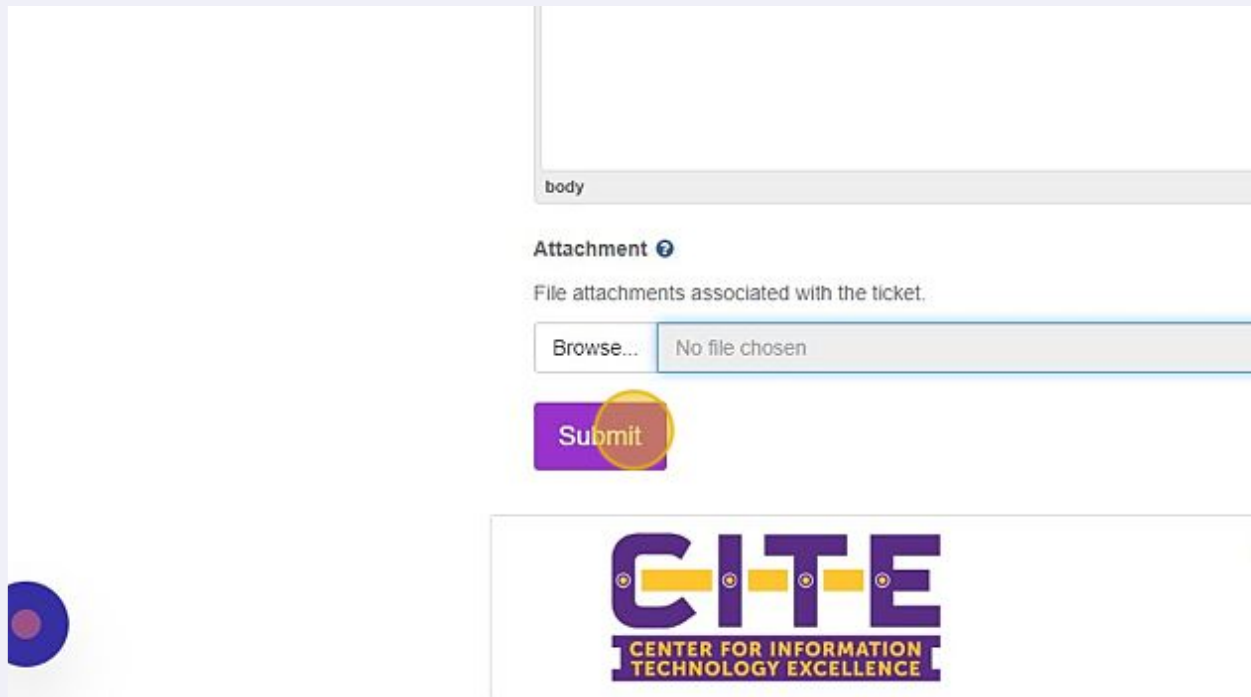
Submit



CITE
CENTER FOR INFORMATION
TECHNOLOGY EXCELLENCE

For additional
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13 Please be sure to Submit your request when you are finished.



14 Please make note of your "Service Request ID". This information can be used to later check your ticket request.

