Creating a Ticket

How to create a ticket

1. Log into http://help.pace.edu
2. Follow this format:

Request	History	FAQs	Messages	Profile

Help Request

Request Type	Information Technology ▼
	Other ▼
Subject	Main Issue
Request Detail	**FULL DETAIL** The more detail the better. Include: Issue - IN DETAIL User Username Computer Name Users Contact Information
Phone Number*	Users Phone Number ⓘ
Room Number*	Building and Room of User ⓘ
Carbon Copy (Cc:)	☐ Enabled
Attachments	Add File
Campus	Pleasantville ▼ Building Willcox Hall ▼

3. Make sure to change the **Campus** and **Building** that reflects the user
4. Click **Save**
5. Using **Information Technology** -> **Other** will put the ticket into a general area. Please be detailed as possible so we can properly transfer the ticket to the appropriate area so it will be acknowledged and completed in a timely fashion.