

Creating a Ticket

How to create a ticket

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

The screenshot shows a web application interface for creating a ticket. At the top, there is a navigation bar with tabs for 'Request', 'History', 'FAQs', 'Messages', and 'Profile'. The 'Request' tab is active. Below the navigation bar is a form titled 'Help Request'. The form contains the following fields and options:

- Request Type:** A dropdown menu with 'Information Technology' selected. Below it is another dropdown menu with 'Other' selected.
- Subject:** A text input field containing 'Main Issue'.
- Request Detail:** A large text area containing the text: '**FULL DETAIL** The more detail the better. Include:
Issue - IN DETAIL
User
Username
Computer Name
Users Contact Information'.
- Phone Number*:** A text input field containing 'Users Phone Number' and an information icon.
- Room Number*:** A text input field containing 'Building and Room of User' and an information icon.
- Carbon Copy (Cc:):** A text input field and a checkbox labeled 'Enabled'.
- Attachments:** A button labeled 'Add File'.
- Campus:** A dropdown menu with 'Pleasantville' selected.
- Building:** A dropdown menu with 'Willcox Hall' selected.

A red rectangular box highlights the 'Campus' and 'Building' dropdown menus at the bottom of the form.

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.