

NYU Law –Web Help: ITS Request Tickets

TOPIC:

How to complete an ITS Request ticket



All website support will be managed by helpdesk. The ITS Request System is the most efficient way of requesting assistance.

1. Click the "Helpdesk" link in NYU Law > Technology > Web Help: "Where to Get Help" to get to the ITS Request page.

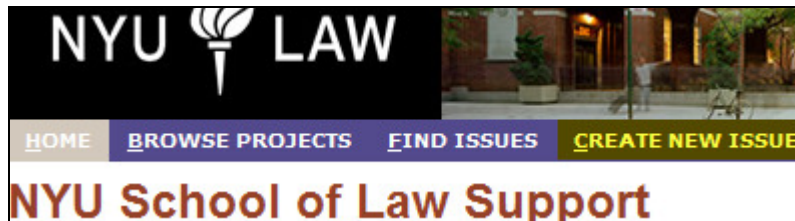
Where to Get Help

→ [Helpdesk](#)

2. Log into the ITS Request System using your NetID and password.

A screenshot of the NYU School of Law Support website. The page has a purple header with "HOME" and "NYU School of Law Support" in red. On the right side, there is a "Login or Sign Up" section with two input fields: "Username" with "NetID" entered and "Password" with "*****" entered.

3. Select "Create New Issue" from the toolbar.

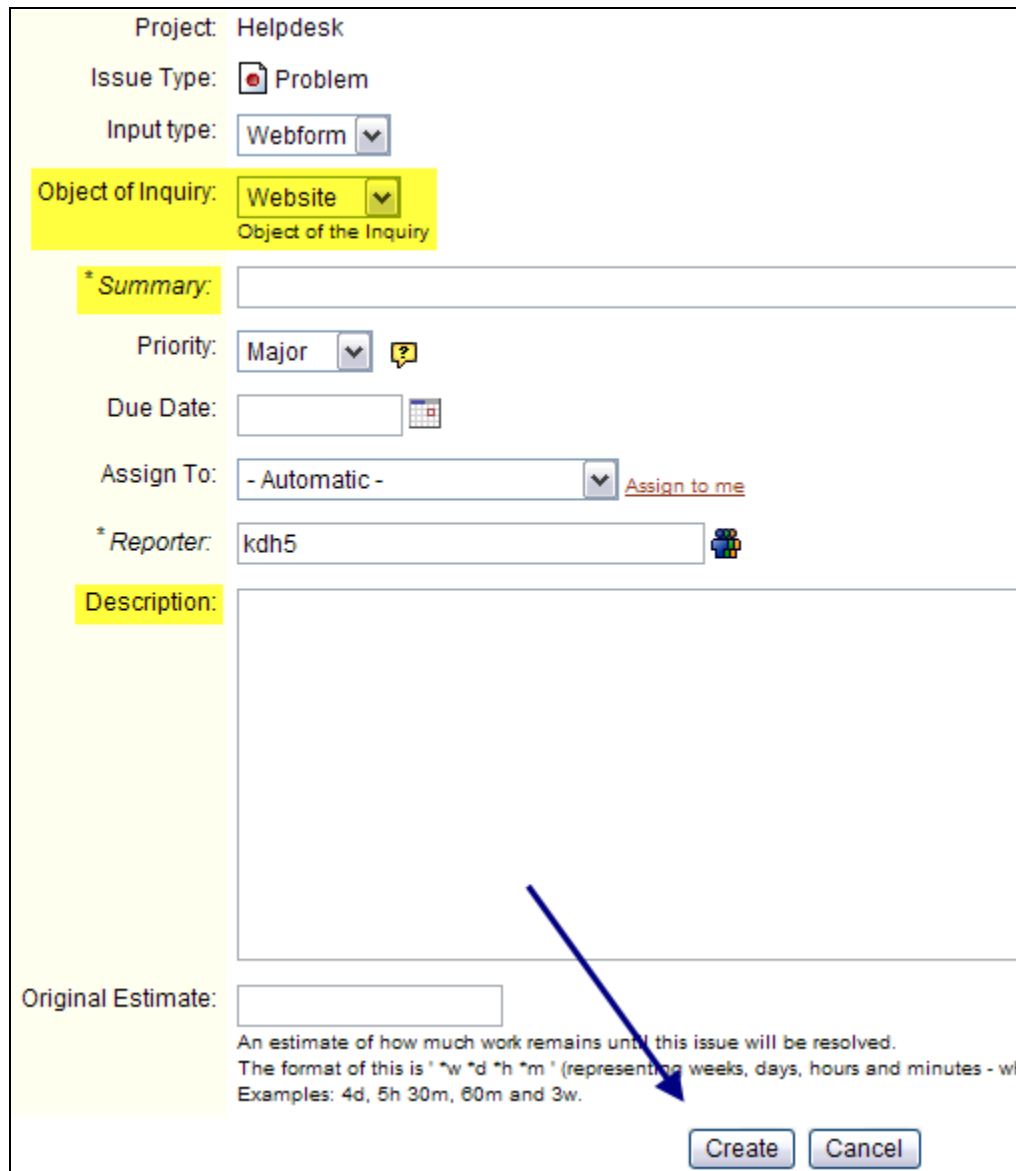


4. "Helpdesk" is the default project. Choose the appropriate Issue Type from the dropdown box and select "Next".


A screenshot of the "Create Issue" form. The form is titled "Create Issue" and has a subtitle "Step 1 of 2: Choose the project and issue type...". There are two dropdown menus: "* Project:" with "Helpdesk" selected and "* Issue Type:" with "Please select..." selected. A mouse cursor is hovering over the "Issue Type" dropdown, which is open and showing options: "Please select...", "Problem", "Request for services", "Question", and "Other". There are "Next->>" and "Cancel" buttons at the bottom right.

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5. Set your “Object of Inquiry” to “Website”, add a summary, and put a detailed description of your issue in the “Description” box. Select Create. No other fields are necessary to complete to file your request.




Project: Helpdesk


Issue Type:  Problem

Input type: Webform


Object of Inquiry: Website
Object of the Inquiry

* Summary:

Priority: Major 

Due Date: 

Assign To: - Automatic - [Assign to me](#)

* Reporter: kdh5 

Description:

Original Estimate:
An estimate of how much work remains until this issue will be resolved.
The format of this is ' *w *d *h *m ' (representing weeks, days, hours and minutes - w
Examples: 4d, 5h 30m, 60m and 3w.

6. Your ticket is then created and helpdesk will be notified. Your issue will be promptly addressed.