

## NYU Law –Web Help: ITS Request Tickets

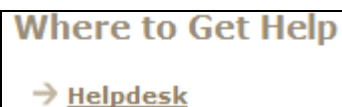
### TOPIC:

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.



2. Log into the ITS Request System using your NetID and password.
3. Select "Create New Issue" from the upper right-hand toolbar.
4. "Helpdesk" is the default project. Choose the appropriate Issue Type from the dropdown box and select "Create".
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 file your request.

A screenshot of the ITS Request System interface. At the top right, there is a button labeled "Create Issue" with a plus icon, circled in orange. Below it, there are two dropdown menus: "Project:" with "Helpdesk" selected, and "Issue type:" with "Problem" selected. At the bottom right, there are two buttons: "Create" (highlighted in blue) and "Cancel". A red arrow points from the "Create Issue" button down to the "Create" button.

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