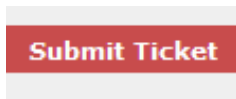


## Submitting a Ticket

This document will show you how to submit a Service Desk Ticket.

To begin click either “Submit Ticket” from the top menu, or the “Submit Ticket” option from the welcome menu.



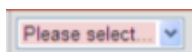
Submit a ticket to one of the IT/Intranet/SAP support teams.

Either one of these options will bring you to this screen.

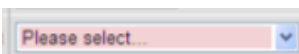
A screenshot of the "Add Ticket" form. It has a red header bar with the text "Add Ticket". Below the header, there are several fields: "Service/Platform:" with a dropdown menu showing "Please select..."; "General Problem Area:" with a dropdown menu showing "Please select..."; "Specific Problem Area:" with a dropdown menu showing "Please select..."; "Subject:" with a text input field and a hint "Auto complete field"; "Description:" with a large text area and a hint "English only at this time."; "Attach Documents:" with a "Browse..." button and a hint "Max file size of 2MB"; and "Documents Currently Attached:" with the text "None". At the bottom right, there is a "Submit" button.

To complete the form, follow these steps:

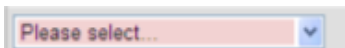
1. Select a service



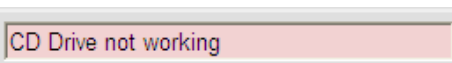
2. Select a General Problem Area



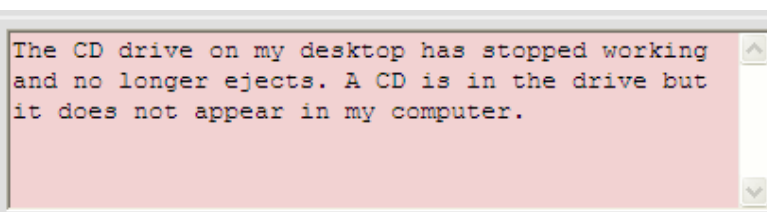
3. Select a Specific Problem Area




4. Enter a subject – If the subject is found in a FAQ, click the FAQ and you will be redirected to it, otherwise continue to next step



5. Enter a description with as much information as possible



6. Once the ticket has been completed it should look like this:



A screenshot of a web-based ticket submission form. The form has a red header bar. Below it, there are several dropdown menus: 'IT Infrastructure', 'Hardware', and 'Desktop'. The 'CD Drive not working' text is entered in the 'Auto complete field'. The main description area contains the text: 'The CD drive on my desktop has stopped working and no longer ejects. A CD is in the drive but it does not appear in my computer.' Below this is a file upload section with a 'Browse...' button and a 'Max file size of 2MB' label. There is also an 'Attach document' button. At the bottom, there is a 'Submit' button.

IT Infrastructure

Hardware

Desktop

CD Drive not working Auto complete field

The CD drive on my desktop has stopped working and no longer ejects. A CD is in the drive but it does not appear in my computer.

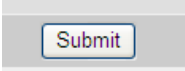
Browse... Max file size of 2MB

Attach document

None

Submit

7. Click submit to complete the process



A single 'Submit' button with a blue border and a light blue background.

Submit