IT Support

IT provides support 24 hours a day, Monday - Thursday and 12:00 AM - 8:00 PM EST / EDT on Friday. Want to learn more about what IT supports? This page contains frequently-asked questions and links to instructions for requesting help.

What does "IT Supported" mean? What do you support?

IT fully supports our current Fedora, Mac (IT-Supported), and Windows Corporate Standard Build (CSB) environments - unless you have requested and been granted root or administrative access to your machine. IT also supports many of Red Hat's internal tools. For more information about what we do and do not support, see the Unsupported Software / Hardware List.

Due to the complexities introduced by self-managed machines and non-standard operating systems, IT cannot provide operating system support for associates who become the administrator of their machine or replace the IT-installed CSB operating system with non-CSB operating system.

How can I get IT support?

Visit the Red Hatter Help Portal at https://help.redhat.com and log in with your **Red Hat Username** and **PIN + Token**. For the information about using help.redhat.com, see the Introduction to Red Hatter Help page

You can use the search bar at the top of help.redhat.com to look through our **Knowledgebase**. Using the Knowledgebase, you can find solutions to many common problems without the need to open a support ticket. The search return also displays web forms related to your query and these web forms will help you provide all the required information when sending a request to IT.
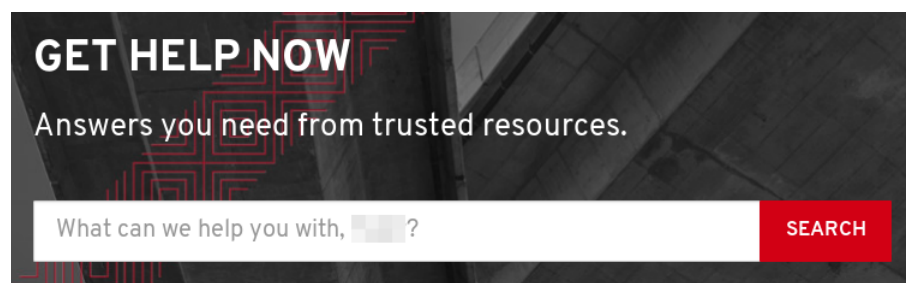
Screenshot of the search window on help.redhat.com home page

If you are not able to find a resolution to your problem in the **Knowledgebase**, you can contact IT by filling out a web form from our Software and Hardware catalog page. IT's web forms are sorted by category (accounts, hardware, email, etc.). Please be **as detailed as possible** when filling out a form. Include your **operating system, browser**, **and any other relevant information (including screenshots).**

If you cannot find a web form specific to your problem, you can open a General Service Request or Report an Issue.

You can also start a chat session with IT 24 hours a day Monday - Thursday and 12:00 AM - 8:00 PM EST / EDT on Friday from any help.redhat.com page by following the steps below:

1. At the **bottom right corner** of the page, click the **Chat** with **Support button** (💬)
2. In the pop-up window that appears, click **Connect you to a live agent**
3. Under "**Which support team can I connect you with?**", click **IT Support Chat**
4. When prompted, input a description of your question or the issue you are facing
5. On your keyboard, press [**Enter**] (on macOS, press [**Return**], instead)

We ask that you only submit one request per ticket because each kind of request may require work from a different team. Our ticketing system only allows a ticket to be owned by one support team at a time. By submitting your requests in separate tickets, you ensure that your tickets can all be worked on simultaneously, granting you access to what you need as quickly as possible. This method also makes it much easier for IT to gather data about the kinds of problems we are

addressing in order to correct ongoing, company-wide issues.

For urgent issues (such as VPN connectivity, forgotten Kerberos password, lost or stolen Red Hat devices, inability to send / receive email, etc), please call one of the listed IT Emergency VoiceMail number from the below source link of "IT Emergency Support Voicemail number" for your country / nearest location (+1-919-754-4301 is the US number) and leave a detailed voicemail with the IT Support Team including multiple contact methods. Your voicemail will automatically generate a ticket and you will receive a call back within 30 minutes.

https://source.redhat.com/departments/it/itx/itglobalenterprisesupport/it_global_enterprise_support_wiki/global_it_support_emergency_voicemail_numbers_faq#jive_content_id_Emergency_Voicemail_Numbers_by_Country

How can I contact IT for support if I am not connected to the VPN?

You can access **help.redhat.com** even if you are not connected to the VPN by logging in with your **Red Hat Username** and **PIN** + **Token**. Once you have logged in, visit the IT Report an Issue form. Fill out and submit the form to contact IT.

If you are experiencing a problem with your token and you need to contact the IT Support Team without going through help.redhat.com, submit a help request using the ServiceNow Now mobile app (setup steps are available in KB0009670: How to log into the ServiceNow Now Mobile app to access Red Hatter Help from a mobile device). Please include your **full name**, your **Red Hat Username**, your **phone number**, and **describe** the problem you are having with as much detail as possible.

How can I track the status of my tickets?

You can view the status of your tickets on My Requests page. Once there, you can See Updates to Your Open Tickets or Reply to an Open Ticket

When does my ticket get resolved?

After IT provides a resolution to your ticket, we will change the ticket's status to "**Resolved**." If you feel your request is not complete, you can reply to the resolved notification message **within 48 hours** to reopen your ticket. If you do not respond, the system automatically changes the request or incident to closed and it cannot be reopened.

If you are still having an issue, but your ticket has been closed, you will need to fill out the Report an Issue form at help.redhat.com. Please include the **ticket numbers** for the previously closed incidents so that we can provide faster service.

Why did IT ask me to forward my request to another email address and resolve my ticket without solving my problem?

If IT needs to forward your request to a group that does not use the same ticketing system, your ticket will be set to resolved. You will be issued a new ticket number from that team. If your request is for an outside vendor, we will set your ticket to resolved and ask you to email them directly.

How can I provide feedback about my IT support experience?

After your ticket is **resolved**, you may receive a **survey** (we do not send surveys for every ticket, and not all support teams offer surveys). This survey is a chance for you to **rate your experience** with IT support. Please use the opportunity to provide honest **feedback** (whether positive or negative) to help us improve and provide the best experience for all Red Hat associates.

Additional Resources

For more information on IT Support, open the below Source page link of "**IT Global Enterprise Support Team"** in browser **:**

https://source.redhat.com/departments/it/itx/itglobalenterprisesupport

Also open the below document link in a browser to review our list of **Common Acronyms and Abbreviations** to better understand the IT-related language you may see in help.redhat.com's articles and communications within IT tickets.

https://docs.google.com/document/d/1U0SvZfyWUnSo_QgNs9RzO9nZbCZH5apnPCunvVXMQC8/
edit#heading=h.dnjaxo6wyvl9