iTech Helpdesk

How to Create a Helpdesk Ticket

*If you require any assistance with these instructions please call the Help Desk at 361-593-4357.*

Helpdesk Ticket:

Enter your **User Name**. (ex: kuabc000)
Enter your password. (If you have not changed your password or do not know what it is, please see the instructions on [How to Change Your Password](#)).

Click on the **Tech Help** tab.

2. Look for the box titled, "**iTech Support Services**". A paragraph below states, "**To Create a Ticket**". Read the instructions carefully. It asks for your "full university e-mail address". Your password is the same as your login for JNET.
3. Once you login, a new window will appear. To create a ticket, click on the "Submit New Ticket" link.

The right side of the page will change and ask you for your, **"Best Contact Number"**, **"Campus"**, **"Building"**, **"Room"**, **"Short Description"**, and **"Description"**. The campus link can only accept one choice: **"Main Campus"**. The building and room number are not necessary, unless you are physically located on campus. If you do not have a contact number, please provide an alternate email address or another way to contact you. The short description is just a summary of the issues you may be experiencing. It could be anything from, "wireless problem" to "password reset needed". Whatever the issue may be, try to put a really short description that covers the entire problem. In the description field, feel free to elaborate as much as possible. Once you are finished, you can click on the submit button.

***Note: This feature is only available where you can submit tickets for yourself. If you need to submit a ticket on behalf of someone else or the issue is not related to you in any way, please call our 24/7 Help Desk at your convenience.***