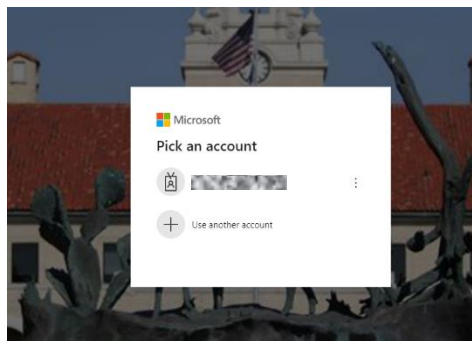


Submitting a Helpdesk Ticket to ITS Support

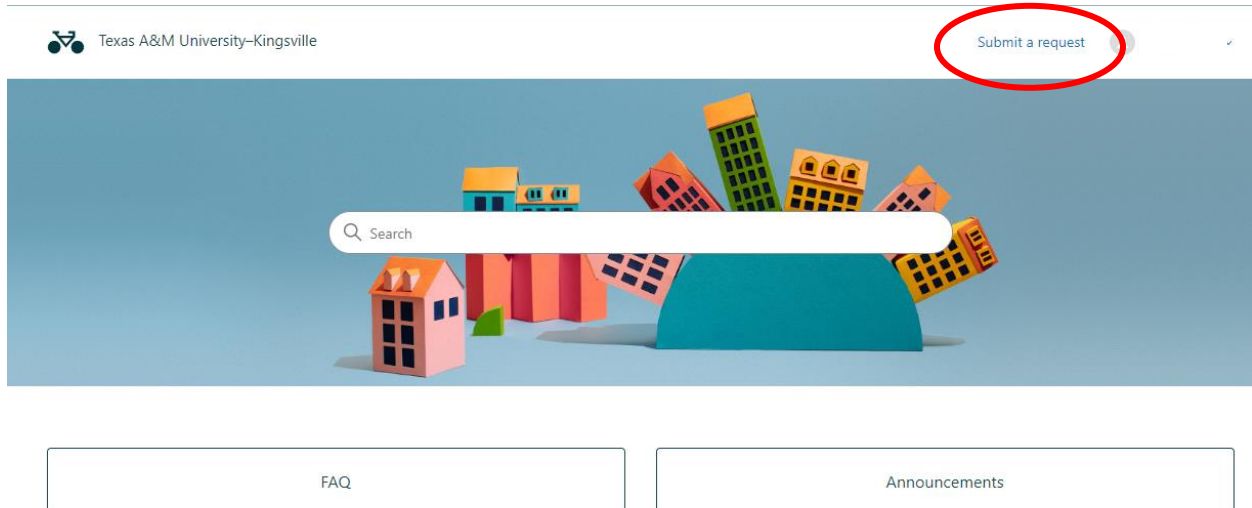
ITS Help Desk tickets can be submitted online, in-person, or via phone. In-person and phone requests can be submitted Monday – Friday, from 7:30AM – 5:00PM. You may contact the ITS Helpdesk by phone at 361-593-HELP (4357), or in-person by coming to the Library Commons area of the Jernigan Library. Please see instructions below for submitting a Helpdesk Ticket online:

How to submit a Helpdesk Ticket Online:

1. Visit the ITS Helpdesk Portal at: itsupport.tamuk.edu
2. You will be prompted to sign-in using your university credentials, then directed to the ITS Helpdesk homepage.



3. Click on the “**Submit a Request**” link, located on the top, right-hand side of the homepage.



4. On the “**Submit a request**” page, you may enter the necessary information in the respective fields, as shown below. Once all required fields are completed, click the “**Submit**” button to submit your Helpdesk Ticket:

Submit a request

Phone Number

361-593-1234

Location (optional)

College Hall, Room 1234

User ID

kuabc123

Example: kuabc123

Subject

Need new printer set up

Suggested articles

[How can agents leverage knowledge to help customers?](#)

Category (optional)

Hardware and Software Support

Description

Paragraph 

I need a new printer set up. It is an HP 1234 Inkjet printer.

Please enter the details of your request. A member of our support staff will respond as soon as possible.


Attachments (optional)

[Add file](#) or drop files here


Submit

5. Once your ticket is submitted, you will be able to see your request information on the next page. You also have an option to “Add to conversation” if you would like to add any other information to your ticket, (as shown below).


TEST: Need new printer set up


 8 minutes ago

I need a new printer set up. It is an HP 1234 Inkjet printer.

 a few seconds ago

I forgot to mention XYZ...

 Add to conversation

Requester	
Created	Today at 10:09
Last activity	Today at 10:17
<hr/>	
Id	#324
Status	Open
Priority	—
Phone Number	361-593-1234
Location	College Hall, Room 1234
User ID	kuabc123
Category	Hardware and Software Support
Description Issue	—

If you have questions or need further assistance with this process, please do not hesitate to contact us at **361-593-HELP (4357)**.