Submit a Help Ticket to the IT Service Center

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You can submit tickets to the IT Service Center by visiting the ITHelp website and clicking on the Submit a Request button.

- CIS IT Help Site: https://ithelp.brown.edu/
- Direct Link to Request Submission: https://ithelp.brown.edu/new-ticket

1. Go to https://ithelp.brown.edu
2. Click on Submit a Request

3. Click on Log In if you're Brown University faculty, staff, or student.
4. Provide a ticket subject. This is a brief one-sentence line to sum up your problem.
   You must enter 5 or more characters.

   Request Subject *

5. Chose a Request Type. For a standard help request to CIS, choose IT Help Request.
   All request types are elaborated below. Additional fields may appear and may be required in other request types.

   Select a request type *

6. Your name and default email address should already be pre-populated if you've signed in. If you're not affiliated with the university, provide this information.
7. Provide as much detail in the additional details field.
8. Upload a screenshot or attachment if needed.
9. Click Submit

Learn about the Request Types here.

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