Submit a Help Ticket to the IT Service Center

Stephanie Obodda - 2019-07-16 - 0 Comments - in Support

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/](https://ithelp.brown.edu/)
- Direct Link to Request Submission: [https://ithelp.brown.edu/new-ticket](https://ithelp.brown.edu/new-ticket)

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

   ![Submit a Request](image)

   **Submit a Request**
   
   **We are here to help**

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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