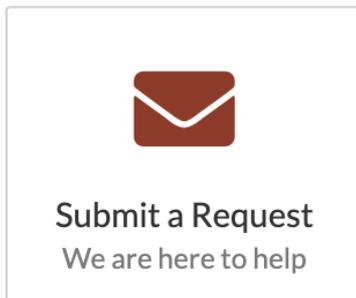**BROWN**

Submit a Help Ticket to the IT Service Center

Stephanie Obodda - 2026-01-27 - Comments (0) - 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/
- Direct Link to Request Submission: https://ithelp.brown.edu/new-ticket

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

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 OIT, 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 *

Your Name *

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](#).

Related Content

- [Request Types](#)