

Knowledgebase > Desktop Computing and Printing > Support > Submit a Help Ticket to the IT Service Center

## 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: <u>https://ithelp.brown.edu/</u>
- Direct Link to Request Submission: <a href="https://ithelp.brown.edu/new-ticket">https://ithelp.brown.edu/new-ticket</a>
- 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.	
	Requ	lest Sub	ject *					

 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 *	ect 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 <u>here</u>.

Related Content

• <u>Request Types</u>