Update Your Ticket with the IT Service Center

Stephanie Obodda - 2019-04-22 - Comments (0) - Support

Update Via Email

When a ticket is created for you, you should receive an email about its creation. Replying to the email will update your ticket. You can re-open Resolved tickets up to one year after resolution.

Update Via User Portal

If you are a Brown faculty, staff, or student, there should be a link to your ticket in the emails you're receiving. You can click on the link to access your ticket in the user portal. Or you can go to https://ithelp.brown.edu, click Login at the top, and click on Requests. Here you can view all your open and closed tickets. You can also update/resolve/respond from here as well.