Published on *University of Colorado* (https://www.cu.edu)

How to submit a ticket with UIS through the new self-service portal [1]

August 11, 2025 by ES and UIS Communications [2]

UIS has completed its transition from Cherwell to TeamDynamix (TDX) for ticketing, and the new tool for submitting service and support requests is now live.

Through UIS' self-service portal [3]:

- Users can request support for enterprise services such as Electronic Research Administration, Human Capital Management (HCM), and Student Lifecycle management; assistance with reporting tools; and help with identity and password management.
- System Administration employees can use the System Administration Services section to submit requests directly to the UIS Service Desk for technical support.

Note: The previous process to submit a ticket by emailing help@cu.edu [4] still works and will generate a TDX ticket.

The new portal lets you easily review the status of your submitted issues or requests by clicking **View my Requests** on the portal homepage. You can also withdraw and add attachments to your ticket. You don't have to enter a ticket number; it will pull up all requests associated with your account.

Using the portal is intuitive, but here is a quick walk-through on how to report an issue and how to submit a service request.

Reporting an issue via the self-service customer portal

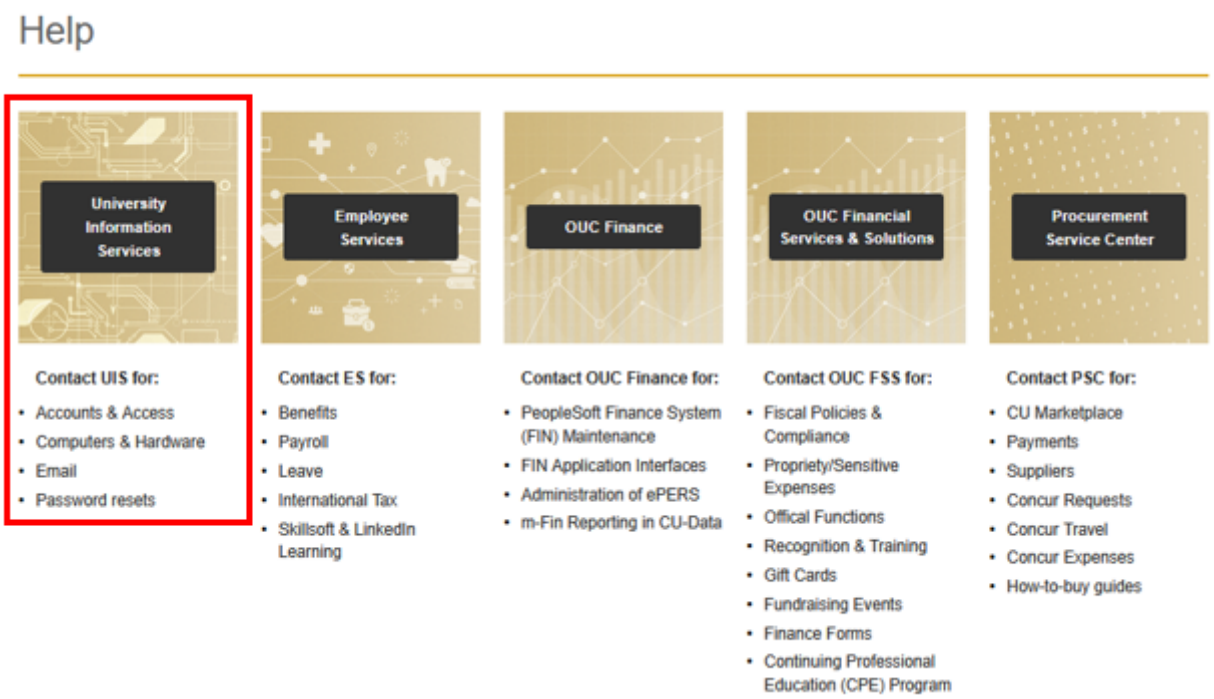
Report when something is not working correctly or if a service is unavailable through the **Report an Issue** function. Common issues include password resets, application outages, VPN and connectivity problems.

1. Visit the CU self-service portal at https://support.cu.edu/ [5].

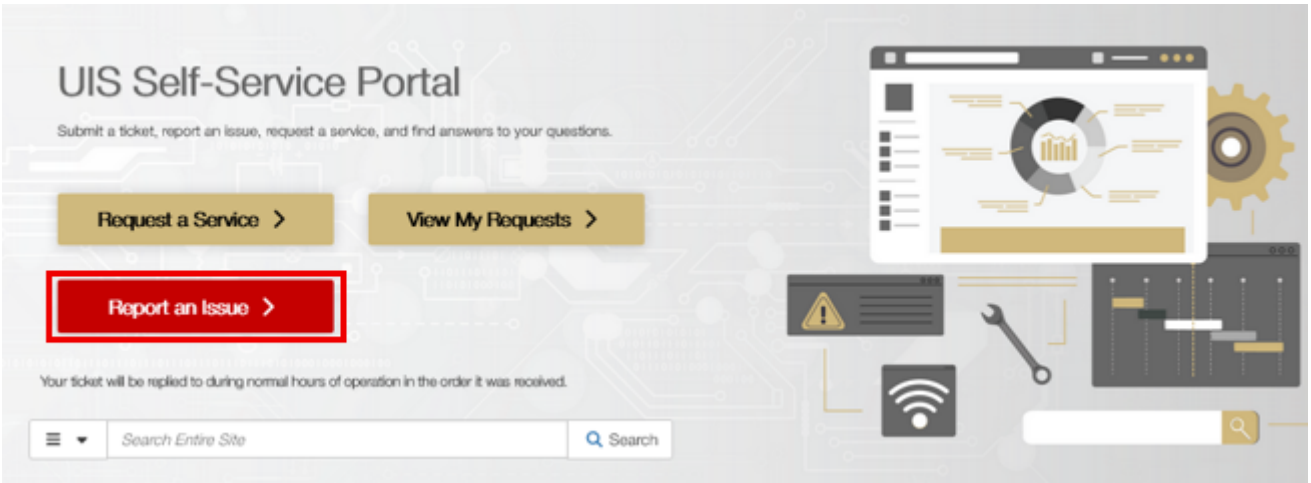
2. Click **Sign In** and log in with your CU account.



3. Click the **UIS tile**.

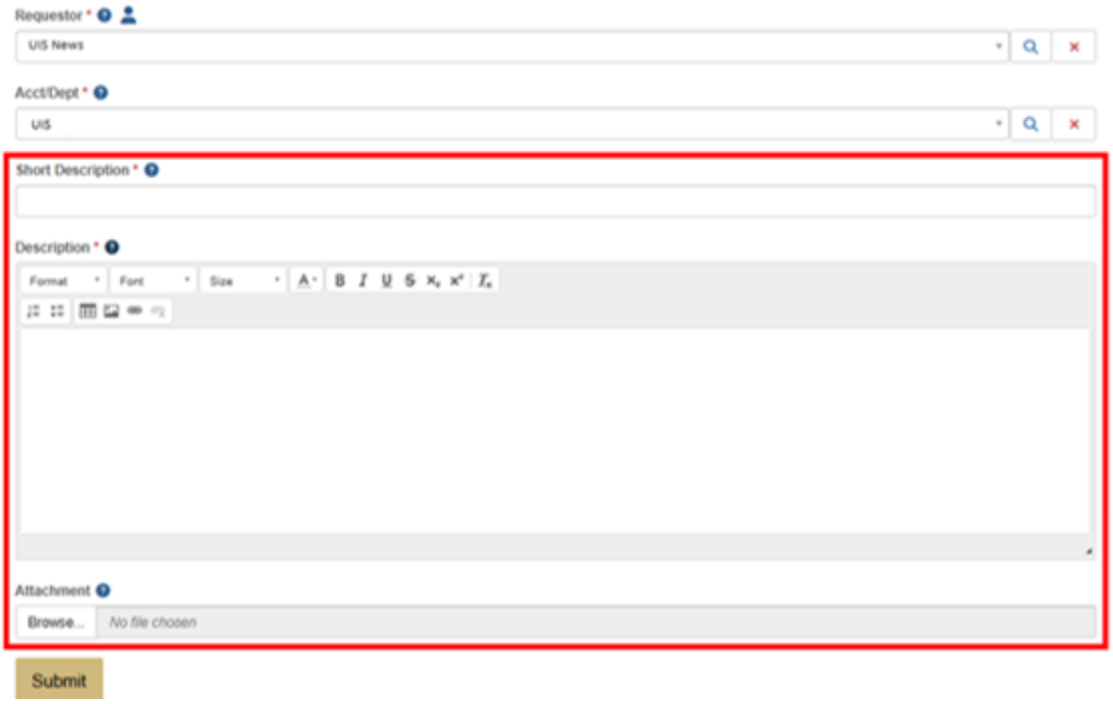


4. Select **Report an Issue.**

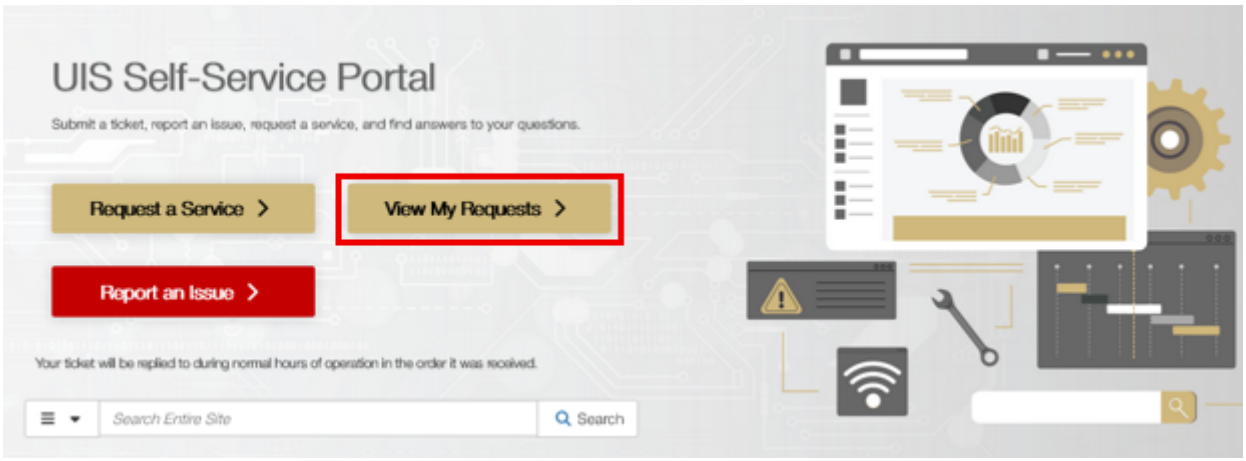


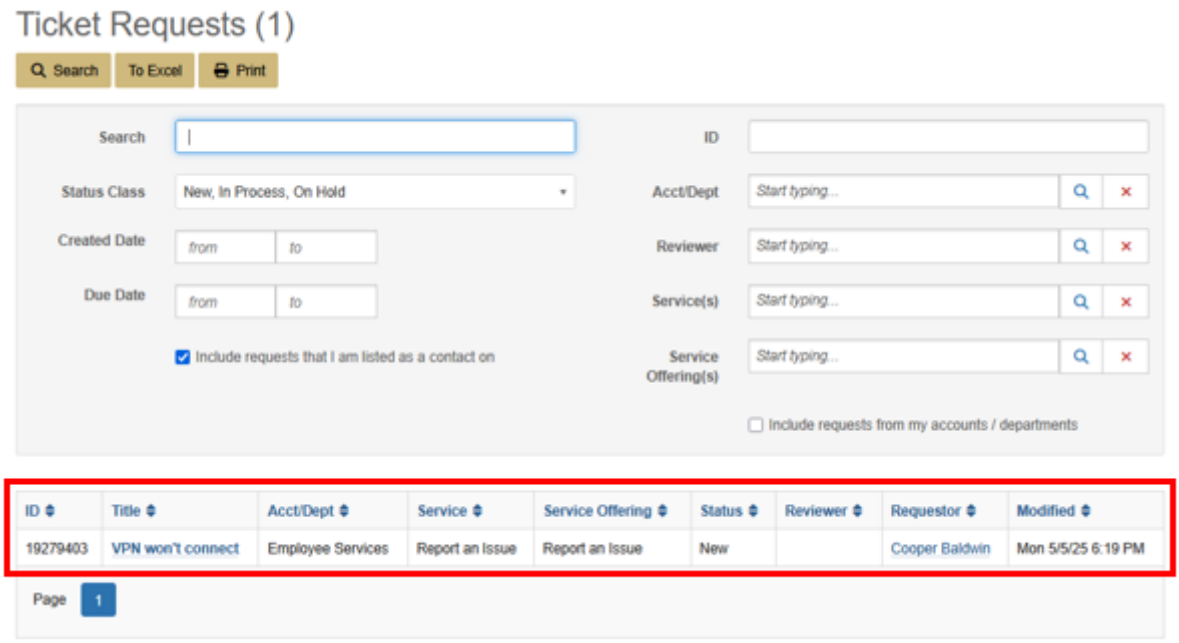
Note: This page also offers how-to answers to common questions, resources and links to other CU help desks.

5. Complete the webform with a short description regarding the nature of your issue and the full details of the ticket, including any supplementary information that may aid in resolving it. Your name and department will automatically populate.



6. Click **Submit**. Your ticket is now created and will be handled by the appropriate service team.

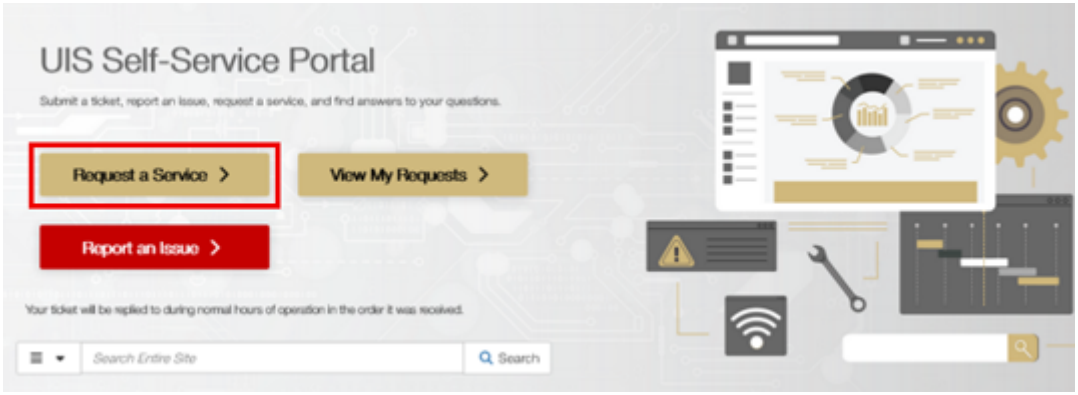




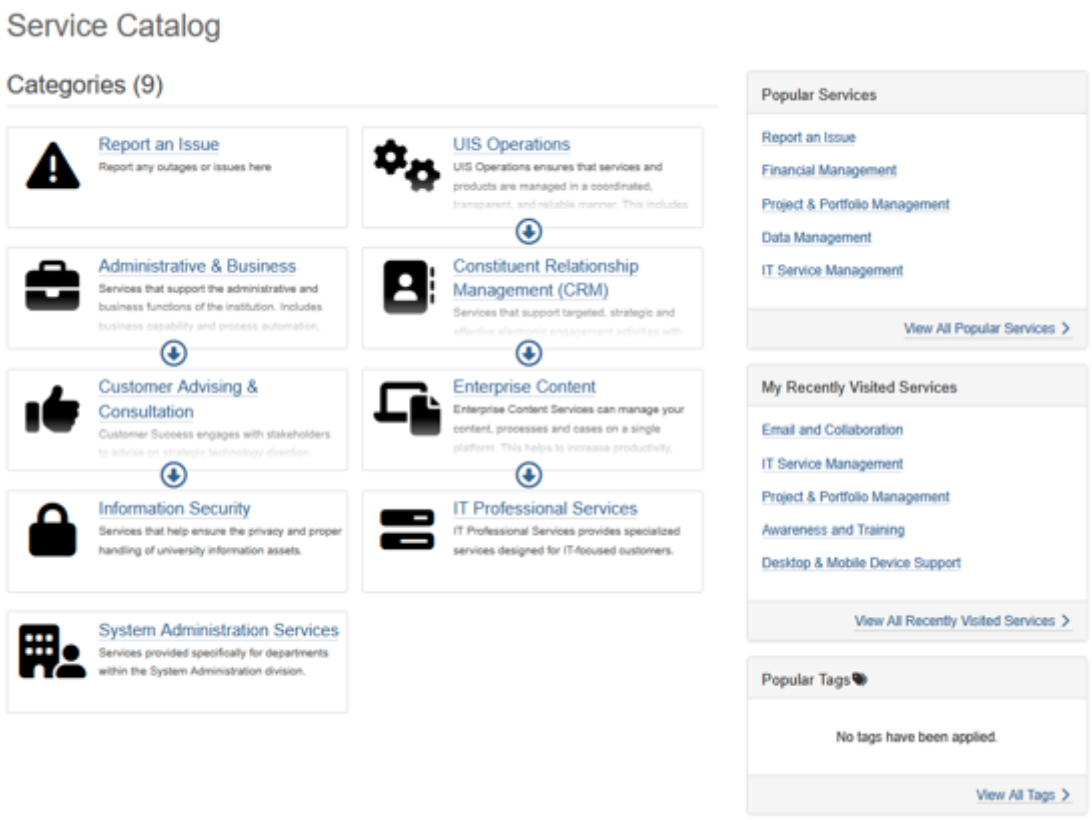
Requesting service via the self-service customer portal

1. Follow the first three steps from above to log in to the portal. **Note:** You can also go directly to the UIS portal page [3] and eliminate the third step, selecting its tile.

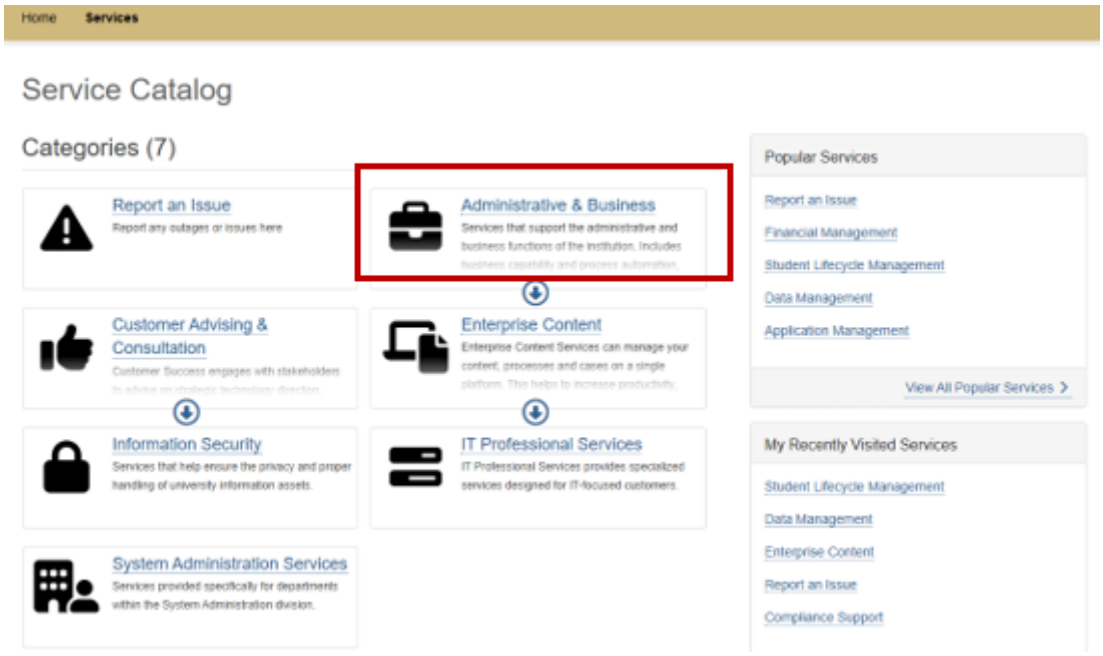
2. On the portal homepage, select **Request a Service** to begin a service ticket.



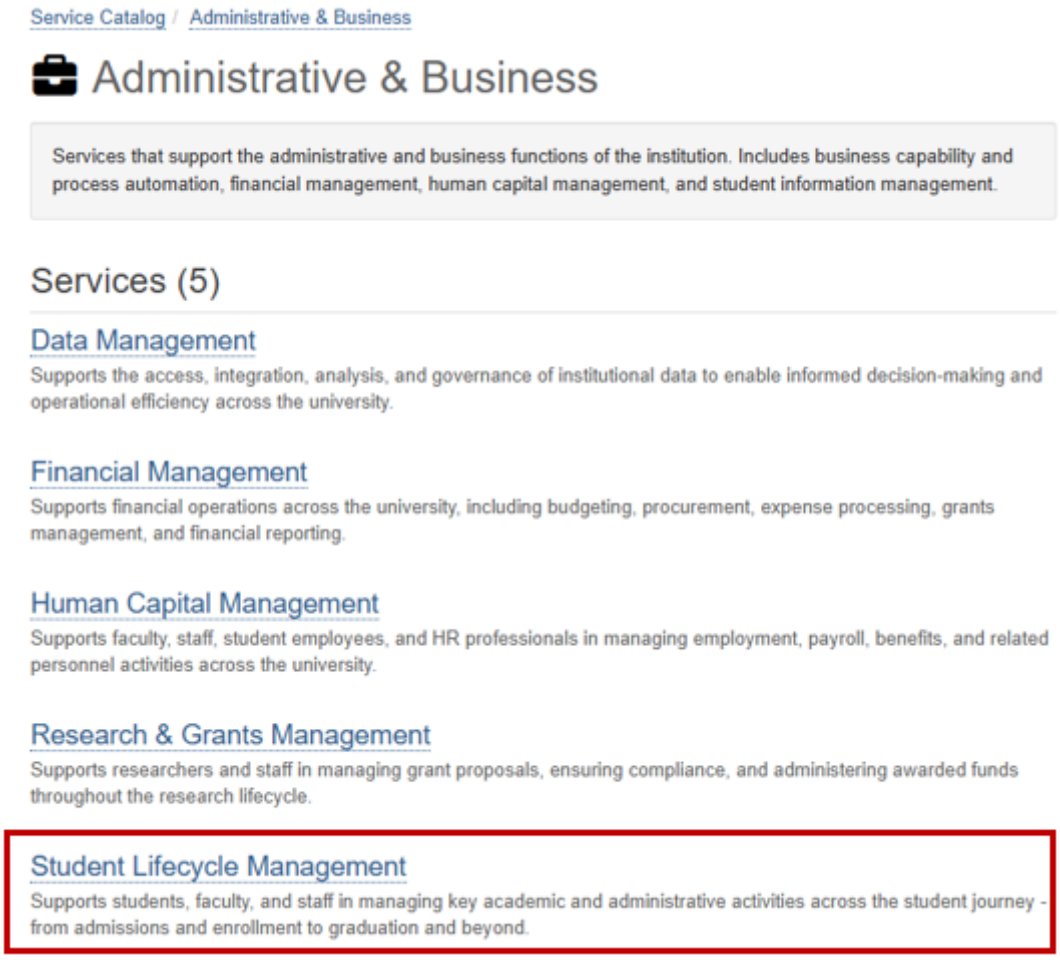
3. On the **UIS Service Catalog page**, select a service category. Click an arrow to expand the service description. Quick links to **Popular Services** and your **Most Recently Visited Services** are also available on the sidebars.



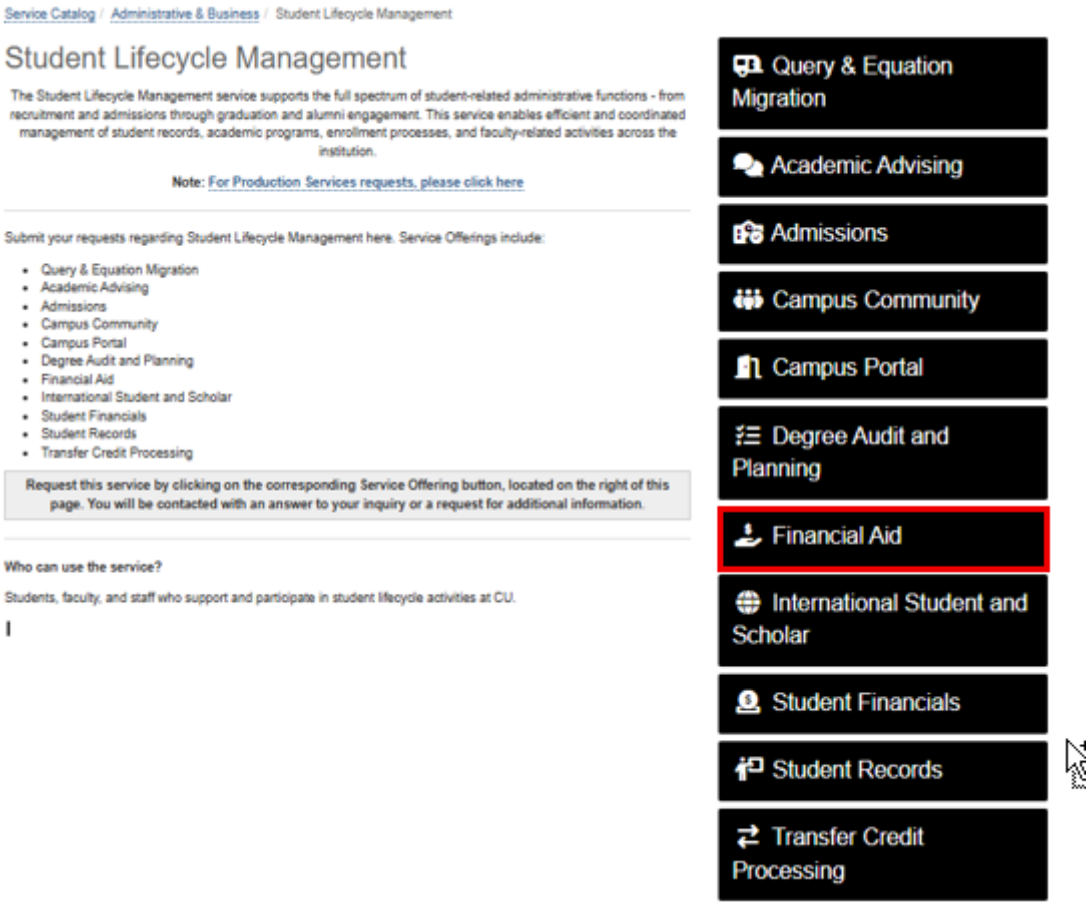
Example: If you want to request a new Financial Aid service, click the **Administrative & Business** category.



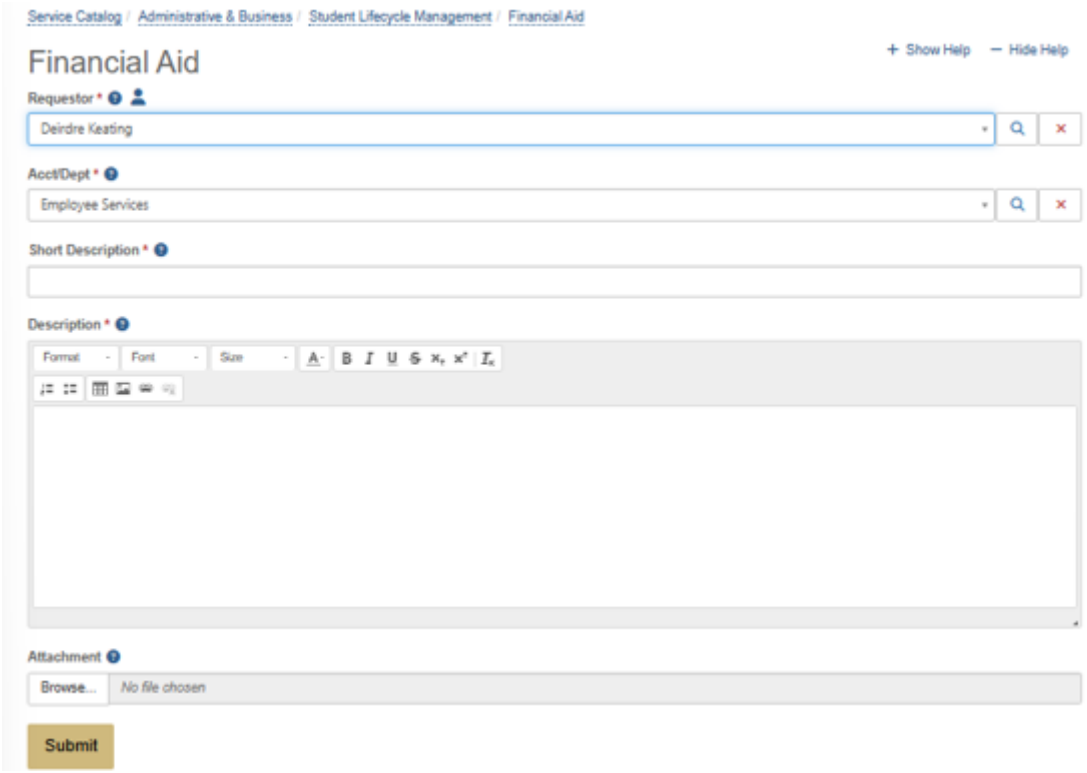
4. Depending on the service area, different services will be listed under the selected category. Select a specific service.



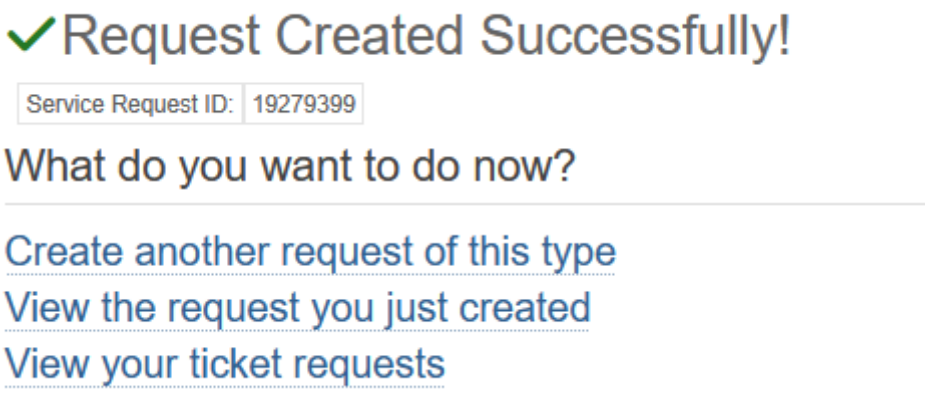
5. Click the specific service you need from the buttons on the right side of the page.



6. A webform will open. Complete the form with a description of the service you are requesting, with as much information as you can provide. Your name and department will automatically populate.



7. Click **Submit**. Your ticket is now created and will be handled by the appropriate service team.



TIP: Bookmark the UIS Self-Service Portal [3] for quick access.

For any questions or issues regarding ticket submission and the UIS Self-Service Portal, contact the UIS Service Desk [6] by calling 303-860-HELP (4357) or by emailing help@cu.edu [4].

Display Title:
How to submit a ticket with UIS through the new self-service portal
Send email when Published:
No

Source URL:https://www.cu.edu/blog/uis-news/how-submit-ticket-uis-through-new-self-service-portal

Links
[1] https://www.cu.edu/blog/uis-news/how-submit-ticket-uis-through-new-self-service-portal
[2] https://www.cu.edu/blog/uis-news/author/110439 [3] https://support.cu.edu/TDClient/3366/Portal/Home/
[4] mailto:help@cu.edu [5] https://support.cu.edu/ [6] https://www.cu.edu/service-desk