

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.

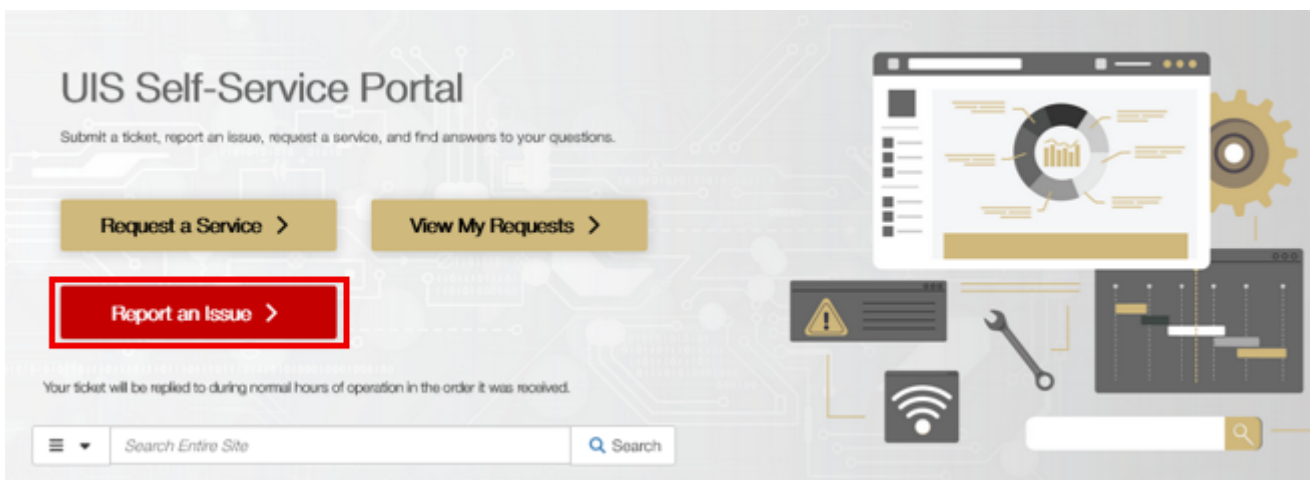
3. Click the **UIS** tile.

Help



University Information Services	Employee Services	OUC Finance	OUC Financial Services & Solutions	Procurement Service Center
Contact UIS for: <ul style="list-style-type: none">• Accounts & Access• Computers & Hardware• Email• Password resets	Contact ES for: <ul style="list-style-type: none">• Benefits• Payroll• Leave• International Tax• Skillsoft & LinkedIn Learning	Contact OUC Finance for: <ul style="list-style-type: none">• PeopleSoft Finance System (FIN) Maintenance• FIN Application Interfaces• Administration of ePERS• m-Fin Reporting in CU-Data	Contact OUC FSS for: <ul style="list-style-type: none">• Fiscal Policies & Compliance• Propriety/Sensitive Expenses• Official Functions• Recognition & Training• Gift Cards• Fundraising Events• Finance Forms• Continuing Professional Education (CPE) Program	Contact PSC for: <ul style="list-style-type: none">• CU Marketplace• Payments• Suppliers• Concur Requests• Concur Travel• Concur Expenses• How-to-buy guides

4. Select **Report an Issue**.



UIS Self-Service Portal
Submit a ticket, report an issue, request a service, and find answers to your questions.


[Request a Service >](#) [View My Requests >](#) [Report an Issue >](#)

Your ticket will be replied to during normal hours of operation in the order it was received.


Search Entire Site

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.


Requestor *  

UIS News


Acct/Dept * 

UIS

Short Description * 

Description * 

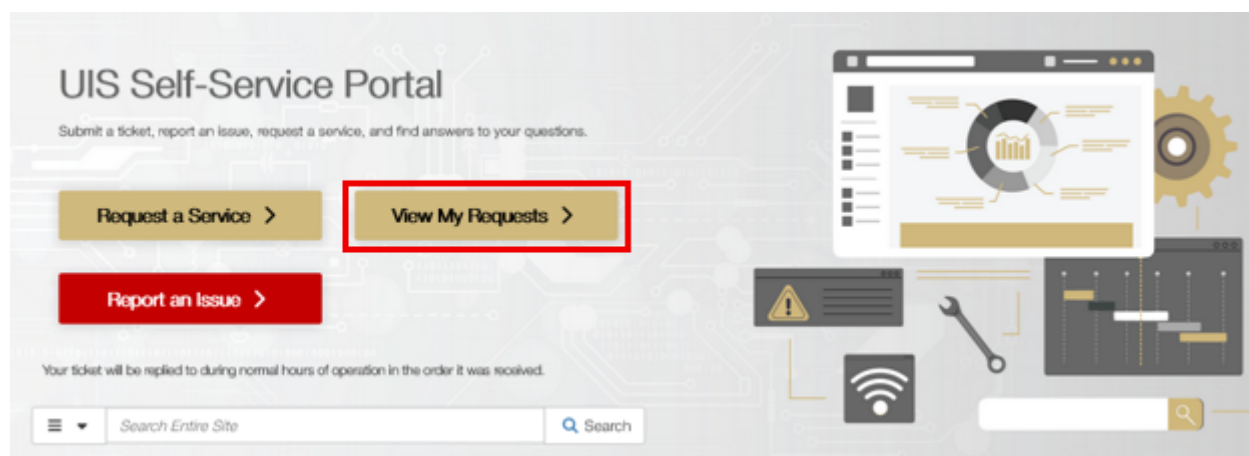
Format * Font * Size * A * B I U S x x' I x

Attachment 

Browse... No file chosen

Submit

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



Ticket Requests (1)

Search [] To Excel Print

Search [] ID []

Status Class: New, In Process, On Hold

Created Date: from to

Due Date: from to

☒ Include requests that I am listed as a contact on

Acct/Dept: Start typing... [] [x]

Reviewer: Start typing... [] [x]

Service(s): Start typing... [] [x]

Service Offering(s): Start typing... [] [x]

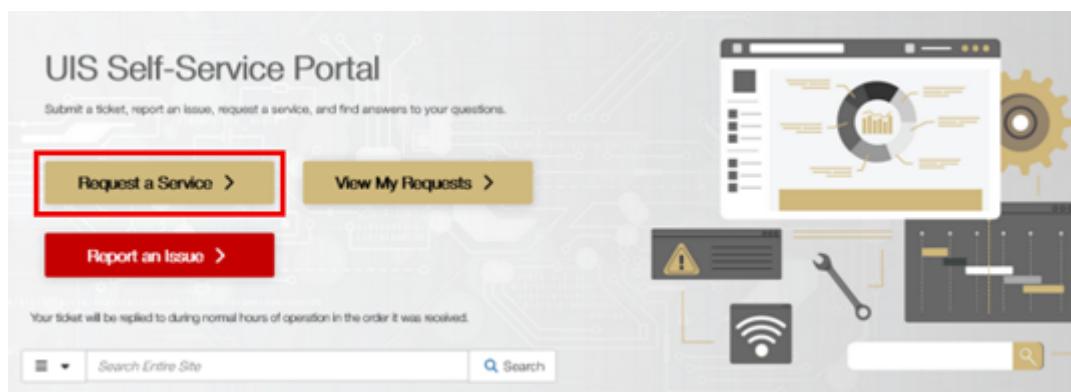
☐ Include requests from my accounts / departments

ID	Title	Acct/Dept	Service	Service Offering	Status	Reviewer	Requestor	Modified
19279403	VPN won't connect	Employee Services	Report an Issue	Report an Issue	New		Cooper Baldwin	Mon 5/5/25 6:19 PM

Page 1

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.

Service Catalog


Categories (9)




[Report an Issue](#)
Report any outages or issues here




[UIS Operations](#)
UIS Operations ensures that services and products are managed in a coordinated, transparent, and reliable manner. This includes




[Administrative & Business](#)
Services that support the administrative and business functions of the institution. Includes business capability and process automation.




[Constituent Relationship Management \(CRM\)](#)
Services that support targeted, strategic and effective student engagement activities with




[Customer Advising & Consultation](#)
Customer Success engages with stakeholders to advise on strategic technology direction.




[Enterprise Content](#)
Enterprise Content Services can manage your content, processes and cases on a single platform. This helps to increase productivity.



[Information Security](#)
Services that help ensure the privacy and proper handling of university information assets.



[IT Professional Services](#)
IT Professional Services provides specialized services designed for IT-focused customers.



[System Administration Services](#)
Services provided specifically for departments within the System Administration division.

Popular Services

- [Report an Issue](#)
- [Financial Management](#)
- [Project & Portfolio Management](#)
- [Data Management](#)
- [IT Service Management](#)

[View All Popular Services >](#)

My Recently Visited Services

- [Email and Collaboration](#)
- [IT Service Management](#)
- [Project & Portfolio Management](#)
- [Awareness and Training](#)
- [Desktop & Mobile Device Support](#)

[View All Recently Visited Services >](#)

Popular Tags

No tags have been applied.


[View All Tags >](#)

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


Home **Services**

Service Catalog


Categories (7)




[Report an Issue](#)
Report any outages or issues here




[Administrative & Business](#)
Services that support the administrative and business functions of the institution. Includes business capability and process automation.




[Customer Advising & Consultation](#)
Customer Success engages with stakeholders to advise on strategic technology direction.




[Enterprise Content](#)
Enterprise Content Services can manage your content, processes and cases on a single platform. This helps to increase productivity.



[Information Security](#)
Services that help ensure the privacy and proper handling of university information assets.



[IT Professional Services](#)
IT Professional Services provides specialized services designed for IT-focused customers.



[System Administration Services](#)
Services provided specifically for departments within the System Administration division.

Popular Services

- [Report an Issue](#)
- [Financial Management](#)
- [Student Lifecycle Management](#)
- [Data Management](#)
- [Application Management](#)

[View All Popular Services >](#)

My Recently Visited Services

- [Student Lifecycle Management](#)
- [Data Management](#)
- [Enterprise Content](#)
- [Report an Issue](#)
- [Compliance Support](#)

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

Administrative & Business

Services that support the administrative and business functions of the institution. Includes business capability and process automation, financial management, human capital management, and student information management.

Services (5)

[Data Management](#)

Supports the access, integration, analysis, and governance of institutional data to enable informed decision-making and operational efficiency across the university.

[Financial Management](#)

Supports financial operations across the university, including budgeting, procurement, expense processing, grants management, and financial reporting.

[Human Capital Management](#)

Supports faculty, staff, student employees, and HR professionals in managing employment, payroll, benefits, and related personnel activities across the university.

[Research & Grants Management](#)

Supports researchers and staff in managing grant proposals, ensuring compliance, and administering awarded funds throughout the research lifecycle.

[Student Lifecycle Management](#)

Supports students, faculty, and staff in managing key academic and administrative activities across the student journey - from admissions and enrollment to graduation and beyond.

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

Student Lifecycle Management

The Student Lifecycle Management service supports the full spectrum of student-related administrative functions - from recruitment and admissions through graduation and alumni engagement. This service enables efficient and coordinated management of student records, academic programs, enrollment processes, and faculty-related activities across the institution.

Note: For Production Services requests, please click [here](#)

Submit your requests regarding Student Lifecycle Management here. Service Offerings include:


- Query & Equation Migration
- Academic Advising
- Admissions
- Campus Community
- Campus Portal
- Degree Audit and Planning
- Financial Aid
- International Student and Scholar
- Student Financials
- Student Records
- Transfer Credit Processing


Request this service by clicking on the corresponding Service Offering button, located on the right of this page. You will be contacted with an answer to your inquiry or a request for additional information.


Who can use the service?


Students, faculty, and staff who support and participate in student lifecycle activities at CU.


I


 Query & Equation Migration


 Academic Advising


 Admissions


 Campus Community


 Campus Portal


 Degree Audit and Planning

 Financial Aid

 International Student and Scholar

 Student Financials

 Student Records

 Transfer Credit Processing






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.


Service Catalog / Administrative & Business / Student Lifecycle Management / Financial Aid



+ Show Help - Hide Help


Financial Aid


Requestor * 


Deirdre Keating  


Acct/Dept * 


Employee Services  

Short Description * 

Description * 

Format - Font - Size - 



Attachment 

Browse... No file chosen

Submit

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

✓ Request Created Successfully!

Service Request ID: 19279399

What do you want to do now?

[Create another request of this type](#)

[View the request you just created](#)

[View your ticket requests](#)

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].

[ITSM](#) [7], [TeamDynamix](#) [8]

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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>

[7] <https://www.cu.edu/blog/uis-news/tag/itsm> [8] <https://www.cu.edu/blog/uis-news/tag/teamdynamix>