

## How to submit a ticket with UIS through the new self-service portal <sup>[1]</sup>

August 11, 2025 by [ES and UIS Communications](#) <sup>[2]</sup>

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](#) <sup>[3]</sup>:

- 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](mailto:help@cu.edu) <sup>[4]</sup> 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/> <sup>[5]</sup>.
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
<b>Contact UIS for:</b> <ul style="list-style-type: none"><li>• Accounts &amp; Access</li><li>• Computers &amp; Hardware</li><li>• Email</li><li>• Password resets</li></ul>	<b>Contact ES for:</b> <ul style="list-style-type: none"><li>• Benefits</li><li>• Payroll</li><li>• Leave</li><li>• International Tax</li><li>• Skillsoft &amp; LinkedIn Learning</li></ul>	<b>Contact OUC Finance for:</b> <ul style="list-style-type: none"><li>• PeopleSoft Finance System (FIN) Maintenance</li><li>• FIN Application Interfaces</li><li>• Administration of ePERS</li><li>• m-Fin Reporting in CU-Data</li></ul>	<b>Contact OUC FSS for:</b> <ul style="list-style-type: none"><li>• Fiscal Policies &amp; Compliance</li><li>• Propriety/Sensitive Expenses</li><li>• Official Functions</li><li>• Recognition &amp; Training</li><li>• Gift Cards</li><li>• Fundraising Events</li><li>• Finance Forms</li><li>• Continuing Professional Education (CPE) Program</li></ul>	<b>Contact PSC for:</b> <ul style="list-style-type: none"><li>• CU Marketplace</li><li>• Payments</li><li>• Suppliers</li><li>• Concur Requests</li><li>• Concur Travel</li><li>• Concur Expenses</li><li>• How-to-buy guides</li></ul>

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  Search



**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 \* 

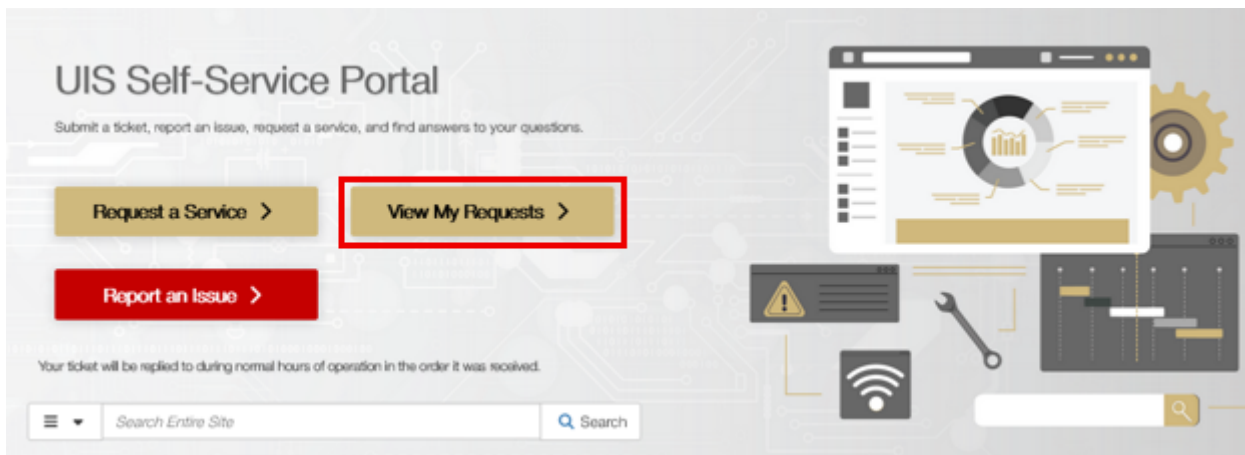
Acct/Dept \*

Short Description \*

Description \*   


Attachment   
 No file chosen

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



## Ticket Requests (1)

Q Search To Excel Print

Search

Status Class

Created Date

Due Date

Include requests that I am listed as a contact on

ID

Acct/Dept

Reviewer

Service(s)

Service Offering(s)

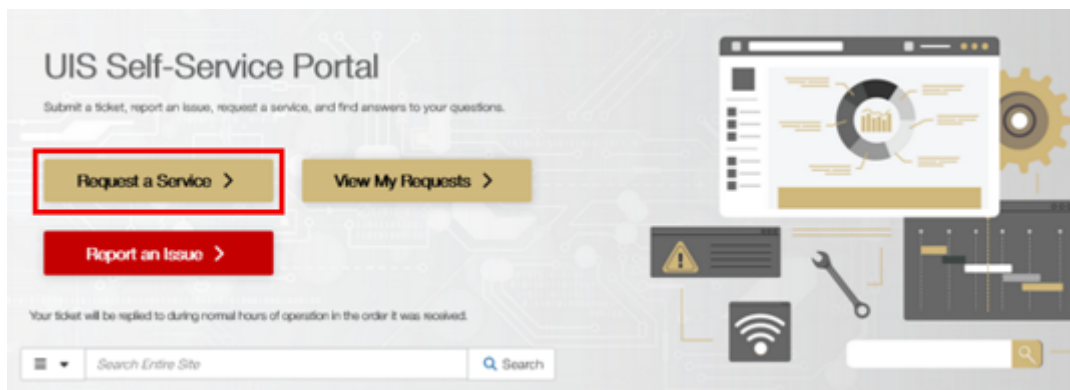
Include requests from my accounts / departments

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

## 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)

The screenshot displays the Service Catalog homepage. The main content area features a grid of 9 category cards, each with an icon, a title, and a brief description. The categories are: Report an Issue, Administrative & Business, Customer Advising & Consultation, Information Security, System Administration Services, UIS Operations, Constituent Relationship Management (CRM), Enterprise Content, and IT Professional Services. To the right, there are two sidebars: 'Popular Services' listing Report an Issue, Financial Management, Project & Portfolio Management, Data Management, and IT Service Management; and 'My Recently Visited Services' listing Email and Collaboration, IT Service Management, Project & Portfolio Management, Awareness and Training, and Desktop & Mobile Device Support. Below these is a 'Popular Tags' section which currently shows 'No tags have been applied.'

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

This screenshot shows the Service Catalog with the 'Administrative & Business' category highlighted by a red box. The breadcrumb navigation at the top reads 'Home Services'. The 'Categories (7)' section now only includes the remaining 7 categories. The 'Popular Services' sidebar lists Report an Issue, Financial Management, Student Lifecycle Management, Data Management, and Application Management. The 'My Recently Visited Services' sidebar lists Student Lifecycle Management, Data Management, Enterprise Content, Report an Issue, and Compliance Support.

4. 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.

- 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...

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?

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[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](mailto:help@cu.edu) [4].

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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>