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Tickets [1]



Service desk tickets

Need to submit a Support request to request assistance from the UIS service desk?

Submit a ticket

Have an issue, question, or problem you need to report? There are three ways to request assistance.

1. Submit a ticket by emailing help@cu.edu [2] with your question or issue
2. Call the help desk at 303-860-HELP (4357) and a ticket will be created for you
3. Submit a ticket through the UIS Service Portal [3]

What you see after submitting a support request or sending a support email.

> After you submit a ticket, you should receive a confirmation email with your ticket number.
>
> Now, we will review your request. You will get a Help Desk email once one of our support staff replies to your ticket.

Adding more details to a support request

> If you need to add more details to your support request, you can simply reply to the email you receive from our ticketing system without altering the subject line.

Need immediate help?

During business hours, 7:30 a.m. - 5:30 p.m. Monday to Friday, call the UIS Service Desk for immediate help at 303-860-HELP (4357). After hours, use the How To Guide page [4] to find answers to commonly asked questions.

Don’t see the guide you are looking for? Let us know [4].

Check the status of a ticket

Want to check the status of a ticket? There are two ways to do so:

- **Email:** Reply to the original email response you received from the Service Desk. The code at the bottom of the email associates any replies with your original ticket.
- **Call:** Dial 303-860-HELP (4357). Before you call, look up the ticket number in the email response you received from the Service Desk.
- **Portal:** Select View My Requests in the UIS Service Portal [3]to view your open tickets.

Groups audience:
UIS Service Desk
Right Sidebar:
UIS Service Desk: Contact

Source URL:https://www.cu.edu/service-desk/tickets

Links
[1] https://www.cu.edu/service-desk/tickets [2] mailto:help@cu.edu
[3] https://support.cu.edu/TDClient/3366/Portal/Home/ [4] https://www.cu.edu/service-desk/how-to