

## **Tickets** <sup>[1]</sup>

# TICKETS

### **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](mailto:help@cu.edu) <sup>[2]</sup> 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](#) <sup>[3]</sup>

#### **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](#) <sup>[4]</sup> to find answers to commonly asked questions.

Don't see the guide you are looking for? [Let us know](#) <sup>[4]</sup>.

## 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](#) <sup>[3]</sup> to view your open tickets.

### Groups audience:

UIS Service Desk

### Right Sidebar:

UIS Service Desk: Contact

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**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>