

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

Numerous resources are available to help if you need support.

### **UIS Service Desk Support**

The UIS Service Desk is available to help via phone, email or in-person from 7:30 a.m. – 5:30 p.m. Monday through Friday, excluding university holidays.

### **Submit a ticket**

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

- Submit a ticket by emailing [i <sup>\[2\]</sup>rmhelp@cu.edu <sup>\[3\]</sup>](mailto:irmhelp@cu.edu) with your question or issue
- Call the help desk at 303-860-HELP (4357) and a ticket will be created for you

### **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 detail to a support request**

If you need to add detail to your support request, 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).

### **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.

## Escalate a ticket

Having problems with a particular ticket? Contact [escalations@cu.edu](mailto:escalations@cu.edu) [4] to escalate your ticket.

## UIS Data and Business Intelligence Team Support

The Data and Business Intelligence team hosts [monthly webinars](#) [5] for all key stakeholders to receive updates, information and demonstrations about services like CIW.

We also post updates to the [Data & BI](#) [6] / IRM blog.

### Groups audience:

University Information Services

### Right Sidebar:

UIS Service Desk: Contact

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**Source URL:**<https://www.cu.edu/uis/service-catalog/central-information-warehouse-ciw-cu-reporting-system-cognos/support>

### Links

[1] <https://www.cu.edu/uis/service-catalog/central-information-warehouse-ciw-cu-reporting-system-cognos/support> [2] <mailto:help@cu.edu?subject=Tableau%20issue> [3] <mailto:irmhelp@cu.edu> [4] <mailto:escalations@cu.edu> [5] <https://www.cu.edu/uis/data-and-bi-events> [6] <https://www.cu.edu/blog/irm-updates>