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# Support [1]

Numerous resources are available to help if you need support.

Usually, the best place to begin is with an expert familiar with the data subject area, such as the Collibra subject matter experts and business data stewards.

You can find specific help on this site for access issues [2], training resources and how-to guides. The following may also help:

Collibra Catalog Quick Start Guide [3](1 page)

Collibra FAQs [4] (1 page)

Collibra Data Catalog Basics [5] (1 page)

Checklist - Starting a Use Case [6] (1 page)

Data not in Collbira Data Catalog [7] (5 pages)

How to use Collibra Search [8] (6 min. video)

What is Metadata (MetaD)? [9] (2 min video)

## 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 [10]rmhelp@cu.edu [11] with your question or issue.
- Call the help desk at 303-860-HELP (4357) and a ticket will be created for you.

**After submitting a support request**

- 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 Service 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 [12] to escalate your ticket.

## UIS Data and Business Intelligence Team Support

The Data and Business Intelligence team hosts monthly webinars [13] for all key stakeholders to receive updates, information and demonstrations about products like Tableau.

We also post updates to the Data & BI / [14]IRM blog.

Please contact us [15]with any questions and feedback related to Collibra.

**Groups audience:**
University Information Services
**Right Sidebar:**

# UIS Service Desk: Contact

**Source URL:**https://www.cu.edu/uis/service-catalog/collibra/support

**Links**
[1] https://www.cu.edu/uis/service-catalog/collibra/support [2] https://www.cu.edu/uis/service-catalog/collibra/access
[3] https://cu0.sharepoint.com/sites/UIS/teams/databi/PublicDocs/Forms/AllItems.aspx?id=%2Fsites%2FUIS%2Fteams%
[4] https://cu0.sharepoint.com/sites/UIS/teams/databi/PublicDocs/Forms/AllItems.aspx?id=%2Fsites%2FUIS%2Fteams%
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[10] mailto:help@cu.edu?subject=Tableau%20issue [11] mailto:irmhelp@cu.edu
[12] mailto:escalations@cu.edu [13] https://www.cu.edu/uis/data-and-bi-events
[14] https://www.cu.edu/blog/irm-updates
[15] mailto:irm@cu.edu?subject=Tableau%20question%20or%20suggestion