

Information for New Users

How do I Submit a Self-Service Ticket?

Self-service tickets are a fast and easy way to file a request or issue.

They save time for both the customer and the IT staff.

You can start a new ticket by clicking on the "Self Service" link in the upper left of the techfaq.



Once the new tab opens, enter your Saint Mary's credentials.

A white login form with a thin grey border. It contains two input fields: "User name" with the placeholder text "User Name" and "Password" with the placeholder text "Password". Below the fields is a red "Login" button. At the bottom of the form is a blue link that says "Sign in with SMUMN Windows Authentication".

This brings you to your HelpDesk Home page.

To create a new incident, simply click the blue "Report an Issue" button in the upper right.



Then, provide a summary of a few words, and fill in the description of your issue or request.


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Incident ID: 102946

Status:


Logged

Summary

* 

Description

*

 Save Incident

Click Save incident to submit the ticket.

A HelpDesk TA will file your request appropriately and begin the resolution process.

Unique solution ID: #1505

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