

# How to request an IT support ticket:

1) While in your CmicH email  
Click on "New Message"

2) Type in the recipient:

helpdesk@cmich.edu

3) Cc:

Scott Kinsley  
kinsl1sg@cmich.edu

and

Steve, Jeremy, Chad

4) Subject:

CAM Techs Work order

then list the building,  
room # and computer  
#. see email example.

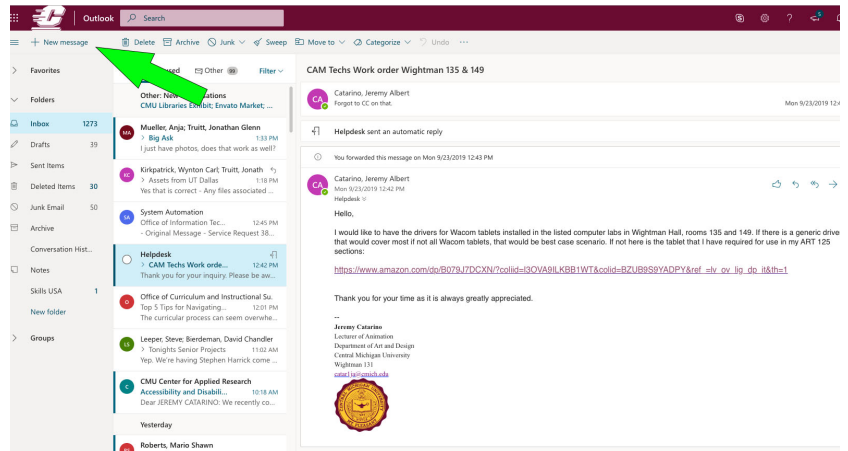
5) Describe the issue that you are having in full while listing the computer # and room that you are in. Give as much details as you can including screen grabs if needed. Screen grabs are easy on Mac's, just simultaneously hit command/shift/4 and then drag out the area that you would like to copy. It will save a .jpg to the desktop. Then attach screen grab.

6) Send away!

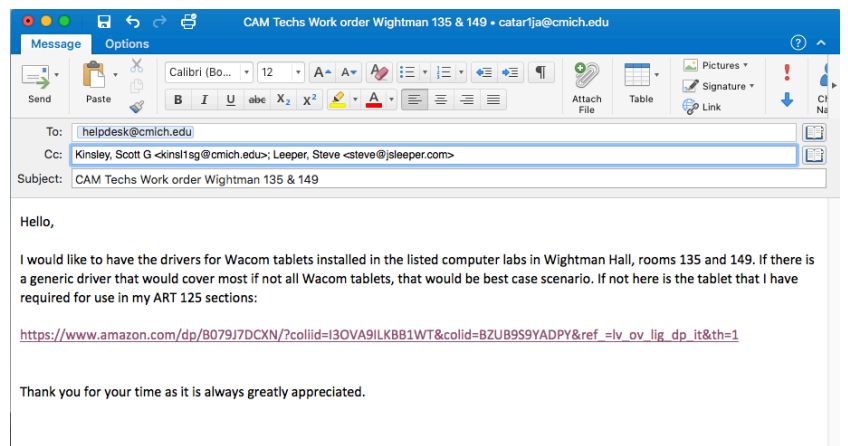
7) You will get an automated response confirmation email.

8) Completing the process, you will receive an email notification of the ticket creation.

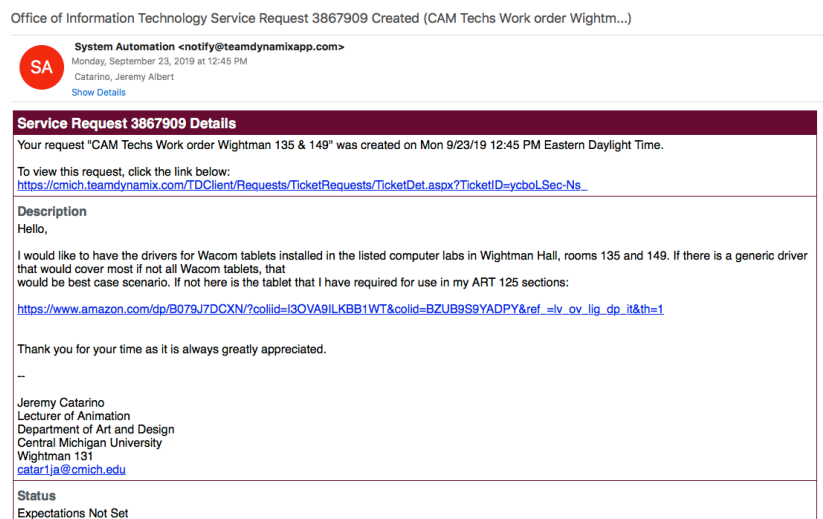
## New Message Button:



## Email example:



## Helpdesk response:



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