

Enterprise Technology Services Ticket Requests Quick Reference Guide

Created by the Chief Technology Officer

Date: August 29, 2024

Version 1.0

Purpose: This quick reference guide provides faculty and staff with instructions on how to submit a technology support request for network, software, or hardware issues by emailing HUHelpdesk@howard.edu

Instruction: This guide outlines the steps to report an incident to the Howard University Enterprise Technology Services Helpdesk.

Website: [Home | Howard University Enterprise Technology Services](#)

Enterprise Technology Services Ticket Requests

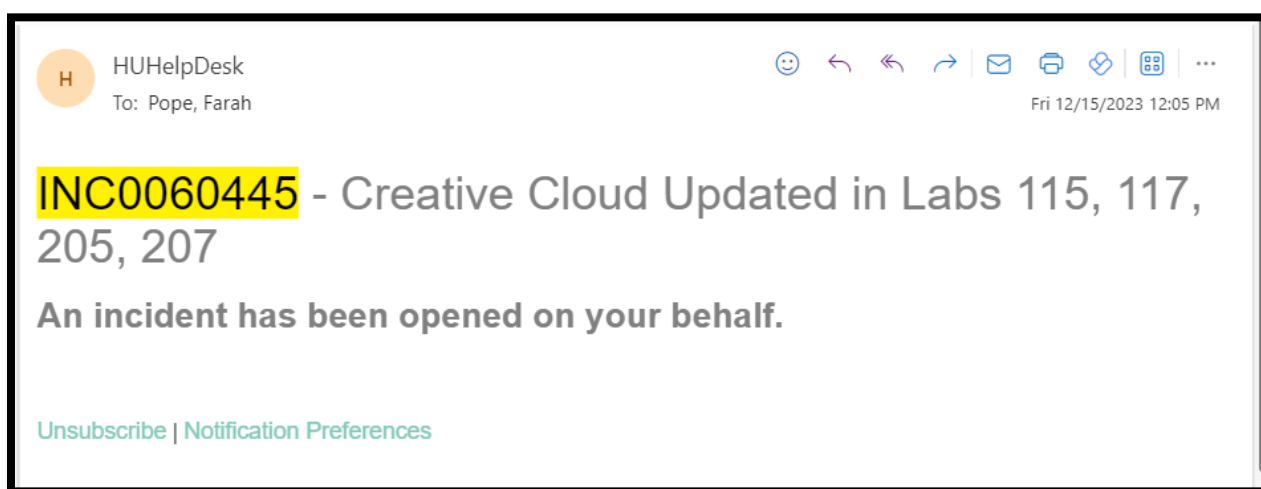
ETS can assist with several technology incidents:

- Help-desk support
- Desktop support
- System support
- Printing support
- Authentication support
- Cloud-based applications request/support
- ILab utilization
- Password/Username resets
- Employee hardware/software support

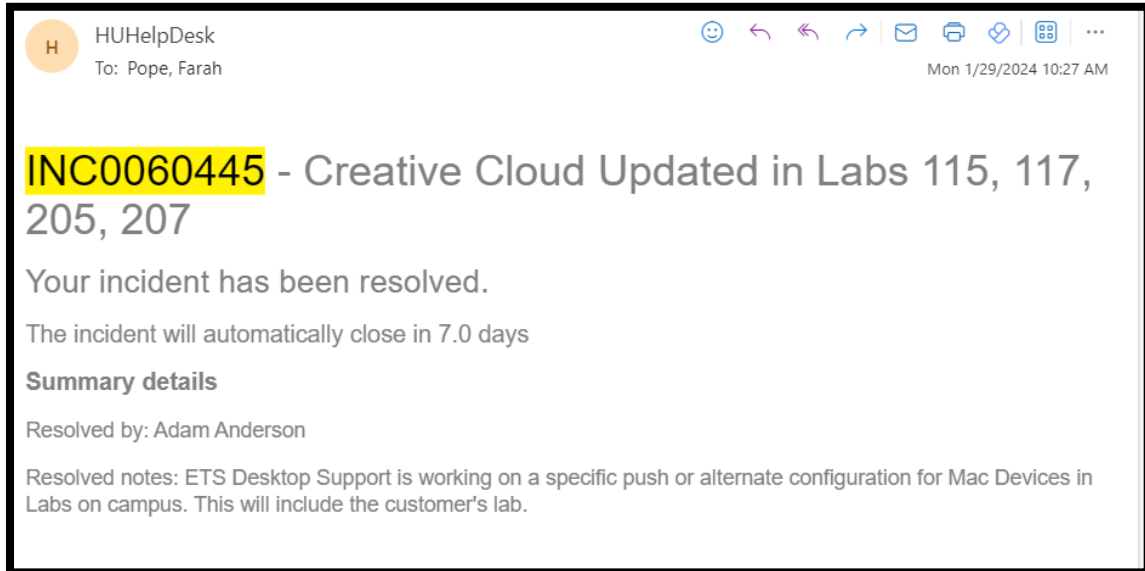
To request an ETS ticket:

1. To request an ETS ticket, you can either visit:
 - a. The ILab building in person (next door to Potbelly)
 - b. Contact them via phone (202) 806-2020
 - c. Submit a ticket to huhelpdesk@howard.edu.
 - d. (See images below)

2. After submitting a ticket using one of the methods above, you will receive an email with an incident number and the status of your request. (See images below.)



3. While your ticket is open, be sure to check your email for updates, including requests for additional information or notifications if your ticket is closed.



HUHelpDesk
To: Pope, Farah
Mon 1/29/2024 10:27 AM

INC0060445 - Creative Cloud Updated in Labs 115, 117, 205, 207

Your incident has been resolved.

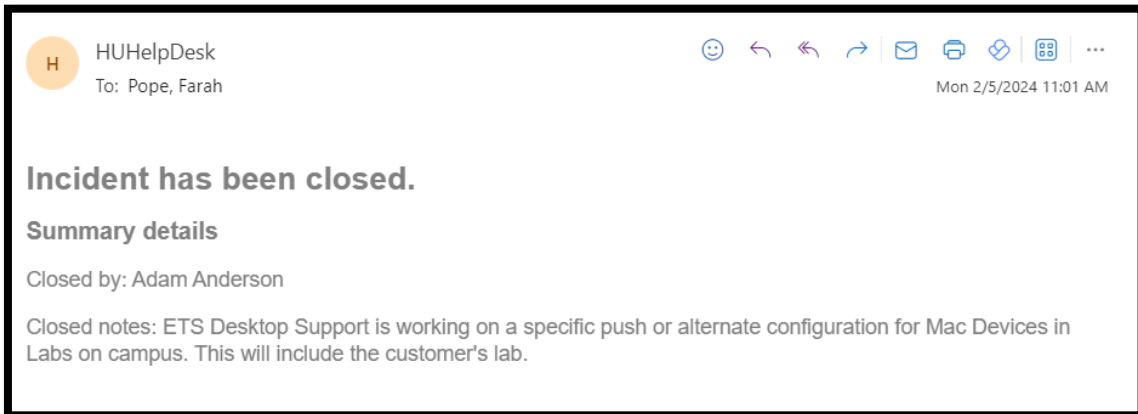
The incident will automatically close in 7.0 days

Summary details

Resolved by: Adam Anderson

Resolved notes: ETS Desktop Support is working on a specific push or alternate configuration for Mac Devices in Labs on campus. This will include the customer's lab.

4. Once the case is resolved, you'll receive an email stating that your ticket has been closed, and no further action is required.



HUHelpDesk
To: Pope, Farah
Mon 2/5/2024 11:01 AM

Incident has been closed.

Summary details

Closed by: Adam Anderson

Closed notes: ETS Desktop Support is working on a specific push or alternate configuration for Mac Devices in Labs on campus. This will include the customer's lab.