

IS Desk / Service Now Ticket – How to request IT help from Joel

Go to online ticketing system <http://isdesk.arit.ucsb.edu> and log in using your netID.

Welcome: Tamara Berton

Self Service

Knowledge Search

Can We Help You?

Something isn't working? Report it here.

Password Reset

General Requests

Need Something? General Request

My Requested Items

Number	Requester	Item	State	Updated
No items				

My Open Incidents

Category	Number	Short description
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Logout

- Click here to report an IT issue
- Click here to re-set your email password

Service Catalog > Administrative & Residential Information Technology > Can We Help You? > Something isn't working? Report it here.

Administrative & Residential IT - Report an issue you are having

Use this form to ask for assistance with an issue you are having.
Complete the form below, then click on the "Submit" button. The more description you provide the faster we will be able to identify a solution.
If this is a Critical business need please call x5555 after submitting the ticket.

Urgency
More information
3 - Low

Please provide a brief description of your issue.
CT Database - missing information

Please describe your issue below.
More information
The mapping I did yesterday has disappeared from the database.

Add Attachment

Submit

- Select your urgency level
- Create a brief "subject" line
- Provide detailed information on your issue
- You can upload an attachment
- "Submit" and Joel will be notified and come to you when able.
- You can view the ticket, see any comments Joel has added, and add additional comments at any time.

You can also submit a ticket by simply sending an email to isdesk@arit.ucsb.edu