

# How to Submit a Helpdesk Ticket

1. Go to: <http://helpdesk.asurams.edu>

2. Select **Create A Helpdesk Ticket**

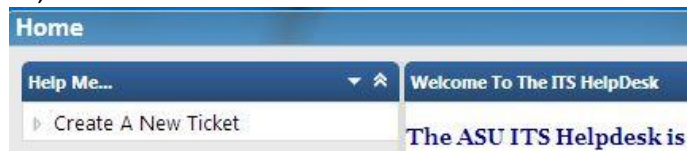
## Create A Helpdesk Ticket



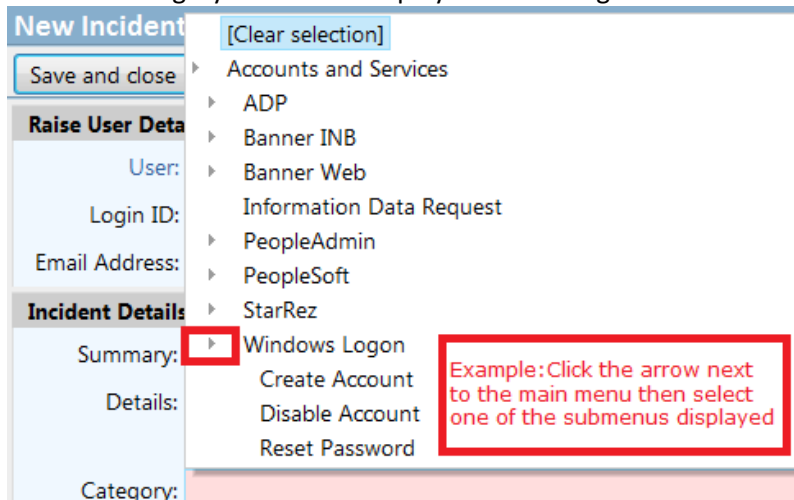
3. Log in with your **ASU Network ID and Password** (the same username and password you use to login to your ASU computer or myASU portal).



4. From the left menu, select **Create A New Ticket**.



5. Complete the helpdesk ticket request form. All highlighted fields are required. In order to help us route your request effectively, please provide a brief summary in the **Summary** field and sufficient information in the **Details** field. The **Category** field must be selected at least two levels deep. Click the arrow to the left of the main category in order to display all sub- categories.



6. Select **Save and Close**. Your help desk ticket number will be automatically generated and a notification will be sent to your email as well as the Helpdesk technician.