

How to Create a Service Ticket for IT Support

For questions or assistance, visit <https://itsupport.einsteinmed.org>

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Authored by Einstein IT

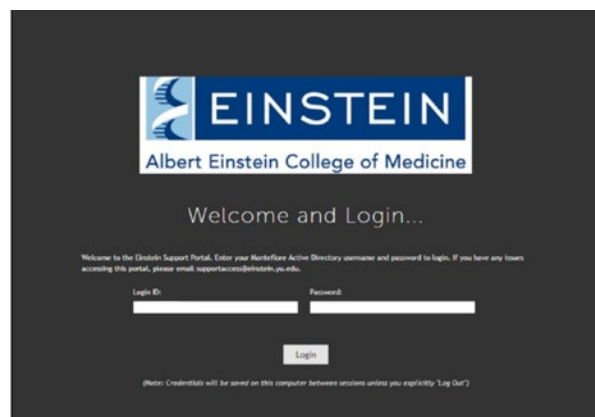
How to Create a Service Ticket for IT Support

Introduction

It is required to create a service ticket for all service requests with IT. A service ticket helps in tracking the progress of a service request.

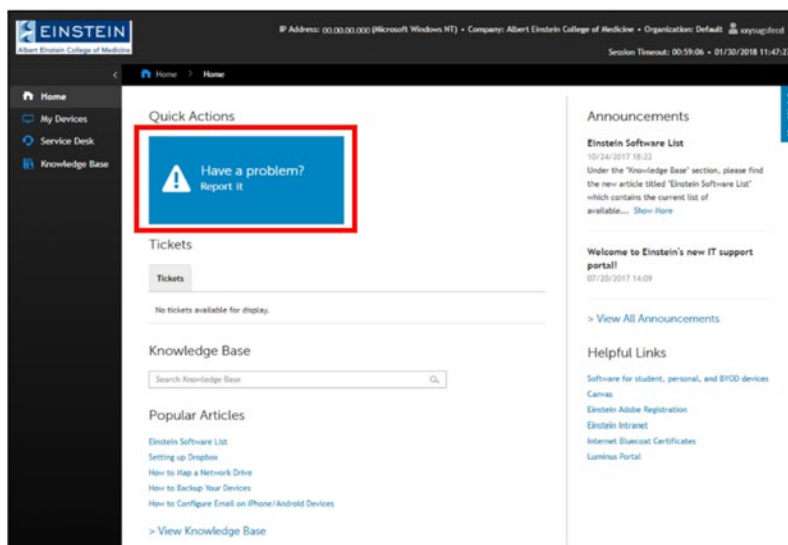
Log In to the IT Web Portal

1. Use the URL: <https://itsupport.einsteinmed.org> to access the login page.
2. Enter your login credentials – Einstein Username and Password.



Create a Ticket

3. Click **Have a problem? Report it** to open the new ticket and then fill in details.



4. Enter all of the required details in order to create the ticket.
5. Click **Save** to create the service ticket.

6. An email will be sent to the creator of the ticket when it is saved.
7. If there is an update to the ticket, you will see an email notification which you can reply to or you can log back in the system and open the ticket to respond back.

Status	Created	Priority	Number	Subject	Description of Issue	Affected User (if different from logged in user)	End User	Owner	Due	Modified	Device
New	01/30/2018 11:56:25		TICKET190	Test - Zoom Setup	This is a test Ticket created for the purpose of documentation.					01/30/2018 11:56:25	