

How to file an IT help desk ticket

Step 1

Go to wusm.service-now.com and click on Login with WUSTL Key

Washington University in St. Louis Richard Viehmann | Logout

Notices Getting Started: Create a New Knowledge Base Article 2/2 ▶

Please Sign In to Request a Service or Report an Issue

Domain Login

Domain\User Name:

Password:

Login

WUSTL Key Login

WUSTL KEY Login with WUSTL Key

Or:

Request Services
Browse and request items through the service catalog

Search for a Solution
Find how-tos and answers to questions in the knowledge base

Report a Technology Issue
Experiencing problems? Report your issue. We will get you back up and running.

My Tickets
Review and track service requests, orders, and manage approvals

Step 2

Once you are logged in you will see a self service page. You want click on Report a Technology Issue.

The screenshot shows the Washington University in St. Louis Self Service portal. At the top, there is a red navigation bar with a 'Notices' tab and a message: 'How to get a knowledge article changed or updated' with a '1/2' indicator. Below this is the university's logo and the name 'Washington University in St. Louis', along with the user name 'Richard Viehmann | Logout'. The main navigation area includes 'Self Service' and links for 'Request Services', 'Report a Technology Issue', 'My Tickets', and 'Support Portal', along with a search icon. Below the navigation is a search bar. The main content area features four service tiles: 'Request Services' (shopping cart icon), 'Search for a Solution' (magnifying glass icon), 'Report a Technology Issue' (question mark icon, highlighted with a red dashed circle), and 'My Tickets' (ticket icon). Each tile has a title and a brief description of the service.

Notices

How to get a knowledge article changed or updated 1/2 ▶

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Self Service Request Services Report a Technology Issue My Tickets Support Portal Search

Search

Request Services
Browse and request items through the service catalog

Search for a Solution
Find how-tos and answers to questions in the knowledge base

Report a Technology Issue
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My Tickets
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Step 3

When you click on the Report a Technology issue you will get this page. Please fill out the three areas referencing the device name (If you are a faculty or are using a lab computer the number is on the pedestal below the screen or on the back), a short description and all the information about the problem you are having. Once you do this hit **submit** and it will file the ticket. You should receive an email once the ticket is registered in the system.

*Indicate that you are with Sam Fox School in the notes.

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Self Service Request Services Report a Technology Issue My Tickets Support Portal Search

Home > Service Catalog > Information Technology > General Requests and Incidents > Report an Issue (Incident)

Create a New Incident

Use this form to report that something is broken or not working correctly.
If the issue is a high priority issue, please call 314-933-3333.

* Open on behalf of this user
▶ More information
Richard Viehmann

Device Name
▶ More information
Please provide your PC name, if you know it and the issue is related to your PC.

Callback Number
▶ More information
314/935-9286

Caller Location
▶ More information
Kemper Art Museum-00040G

* Short description
▶ More information

* Please describe your issue below
▶ More information

Submit

Step 4

You will receive an email notification like this when the ticket is filed. You will also receive an email when the ticket is updated. The new information may be someone requesting more information about what you filed in the ticket. You can reply to this request directly via email or go back to the site to add responses.

The screenshot shows an email interface with a list of tickets on the left and a detailed view of incident INC1229552 on the right. A red dashed oval highlights the top email in the list, and another red dashed oval highlights the 'Added Comments' section in the incident details.

Incident INC1229552 -- Updated with new comments -- FW: Purchase request from the...

WUSTL IT Services <wusm@service-now.com>
Monday, November 4, 2019 at 10:58 AM
Viehmnn, Richard
[Show Details](#)

Richard,
Your Incident (INC1229552) has been updated as per the comments below.

Your Incident Detail

Incident Number	LINK to INC1229552
Report Date	09-10-2019 09:36:39 AM CDT
Department	Sam Fox School of Design & Visual Arts
Status	Awaiting User Info
Subject	FW: Purchase request from the account #1420-30566

Added Comments Richard,
Are the enrollments working now?

If you need additional assistance or have questions regarding this email, please contact your service desk. A list of service desk phone numbers can be viewed at this URL: it.wustl.edu/support

Thank you,

Note 1

If you go back to the self-service site click on My Tickets and you will see the tickets you have open. If you click on a ticket you can add comments and select update. This will update the system and notify who is working on your ticket.

The screenshot shows the Washington University in St. Louis Self Service portal. The top navigation bar includes 'Request Services', 'Report a Technology Issue', 'My Tickets' (highlighted with a red dashed circle), and 'Support Portal'. A search icon and the word 'Search' are also present. Below the navigation bar, the breadcrumb 'Home > My Tickets' is displayed. A 'Quick Search' input field is located below the breadcrumb. The main content area is divided into two columns: 'Open Issues' and 'Open Requests'. The 'Open Issues' column shows a single issue: 'INC1229552 - FW: Purchase request from the account #1420-30566', with a subtext 'Last updated 56 minutes ago' and a 'View all' link. A red dashed arrow points from the 'View all' link to the 'Last updated 56 minutes ago' text. The 'Open Requests' column lists several requests with their IDs and descriptions, such as 'RITM0352982 - Software for Richard Viehmann' and 'RITM0352951 - Cable Installation Request for Richard V'. Each request includes an 'Ordered' date. A 'View all' link is at the bottom of this column.

Washington University in St. Louis

Self Service Request Services Report a Technology Issue **My Tickets** Support Portal Search

Home > My Tickets

Quick Search

Open Issues

INC1229552 - FW: Purchase request from the account #1420-30566
Last updated 56 minutes ago
[View all](#)

Open Requests

RITM0352982 - Software for Richard Viehmann
Ordered 10-24-2019

RITM0352951 - Cable Installation Request for Richard V
Ordered 10-24-2019

RITM0351625 - 2 x Standard Windows Desktop for Ric
Ordered 10-18-2019

RITM0351626 - 2 x Standard External Monitor for Richa
Ordered 10-18-2019

RITM0350584 - 1 x Standard Apple Laptop for Richard V
Ordered 10-14-2019

RITM0350583 - 1 x Standard Apple All-in-One for Richa
Ordered 10-14-2019

RITM0348764 - 1 x Custom Hardware for Richard Viehr
Ordered 10-04-2019

RITM0348719 - 1 x Standard Apple All-in-One for Richa
Ordered 10-04-2019

RITM0348618 - 1 x Custom Hardware for Richard Viehr
Ordered 10-03-2019

RITM0348617 - 1 x Custom Hardware for Richard Viehr
Ordered 10-03-2019

[View all](#)

Note 1

Make sure that when updating a ticket to include comments and click on “Update” when done.

Home > My Tickets > INC1279259

Incident - INC1279259 Update Save Close Incident

Number	INC1279259	Opened	11-04-2019 12:28:13 PM
* Caller	Richard Viehmann	Closed	
Call Back number	314/935-9286		
Caller Location	Kemper Art Museum-00040G		
Configuration item			
* Short description	Whitaker01 jammed up		
Description	Whitkaer Jammed with acetate printer not printng Nov 4, 2019 11:00:48 AM viehmann studentprint\Whitaker01 1 \$0.25 Whitaker Lab Monitor[1].pdf LETTER (ANSI_A) Duplex: Yes Grayscale: No 64 kB 1900-al-00073.samfox.wustl.edu CANON UFR Printed		
Comments			

