

NEW! IT HelpDesk Ticketing System

In our continuing efforts to streamline how the IT HelpDesk functions, we have built a HelpDesk Portal so that our users can create their own trouble tickets to report any issues they are having directly to the IT Staff. You no longer have to stop by STC or call 7777, although both options are still available!

To log a HelpDesk Ticket:

Go to [Http://helpdesk.umwestern.edu:8888](http://helpdesk.umwestern.edu:8888)

Login with your UMWestern email (firstname.lastname@umwestern.edu) and the associated password

Fill in the “**Summary**”

Provide a brief description of the issue you are having and attach any related files or error messages

Click “**Submit**”

You will be contacted by a member of the IT Staff within one business day. Keep in mind that the most serious issues, determined by IT Staff, take precedence.