Western IT Helpdesk

How to request support

This TDX IT ticketing system allows IT support to be organized, focused, efficient, and effective.

Additional Resources

CCE Western IT Resources:

- **WSBN IT News**
- **Video on Demand (VOD) Channel**

CCE State-wide IT Resources:

- **CCE Staff Site**
- **CCE Knowledge Base**
  Check out our online library of information about a wide variety of resources and tools available to CCE staff.

Cornell IT Resources

- **Cornell IT homepage**
- **Cornell Phishbowl**
  Use this list to see some phishing (fake) emails that have been spotted at Cornell.

http://westernhelpdesk.cce.cornell.edu

Cornell Cooperative Extension

CCE-IT Helpdesk | For Extension Administration Staff | Services | Knowledge Base

Services A-Z | Search

Service Catalog / CCE Western / CCE Western - Helpdesk Request

CCE Western - Helpdesk Request

Please click the red "Request Service" button to the right to ask questions, request help, or report a problem.

To view all of your current requests: https://tdx.cornell.edu/TDClient/39/Portal/Requests/TicketRequests/

CCE Western IT support provided by Lead IT Manager, Jennifer Matthews.

⊕ **Request Service**

> Click on **Knowledge Base** to search for help on a wide variety of topics!

Click on **Request Service** to ask a question, request help or report a problem.

1. Click on Request Service button to start a new support request.
2. At the CUWebLogin page, sign in with your NetID credentials.
3. Fill in the required fields:
   - Requestor
     If you are submitting a ticket for another person, please put in their NetID in this box.
   - Priority
     What is the level of importance for this ticket?
   - Type of Request
     Example: Hardware Support, Software Support, E-mail
   - Subject
   - Description
4. Fill in any optional, applicable fields:
   - Attachment
     Include any supportive screenshots or files.
   - Asset Tag
     For computer issues, type in the tag found on the white label on your computer. (ex. ext-wyo-7654321)
   - Have you restarted?
     If this is a computer issue, the first troubleshooting step will be to restart your computer.
   - Needed by
     If there is a hard deadline of when this issue must be resolved, add a date here.

CCE Western - Helpdesk Request

+ Show Help   − Hide Help

Request help from the CCE Western helpdesk.

Requestor *
Jenn Matthews

Acct/Dept *
EXT - Wyoming Cnty Coop Ext Assn Regional Team

Priority *
Medium

Type of Request *
Start typing...

Subject *

Description *

Attachment
Browse...   No file chosen