

# Finger Lakes IT Helpdesk

## How to request support

April 2024

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

### Additional Resources

#### Finger Lakes IT Resources:

[\\files.cornell.edu\ext\FLX\FLXStaff](http://files.cornell.edu/ext/FLX/FLXStaff)

#### CCE State-wide IT Resources:

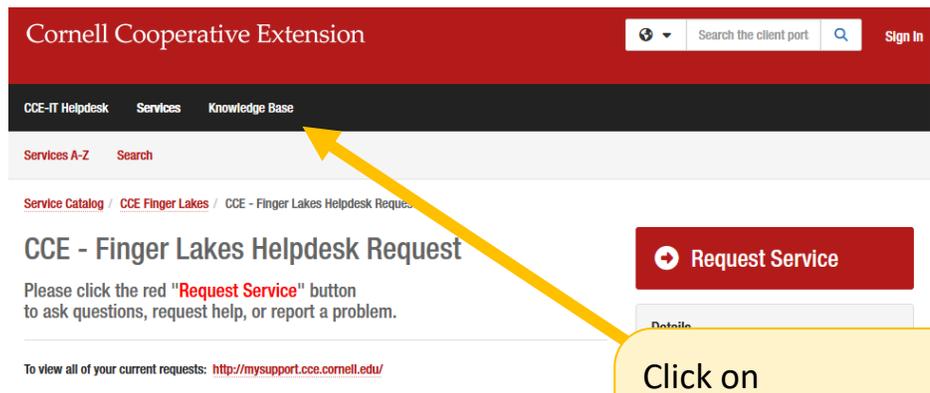
- ◆ [CCE Staff Site](#)
- ◆ [CCE IT Policies](#)
- ◆ [CCE Knowledge Base](#)  
*Check out our online library of information about a wide variety of resources and tools available to CCE staff.*

#### Cornell IT Resources

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



<http://flhelpdesk.cce.cornell.edu>



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-sen-76F5A21)*
  - **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.*