

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](https://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>

Cornell Cooperative Extension

CCE-IT Helpdesk Services Knowledge Base

Services A-Z Search

Service Catalog / CCE Finger Lakes / CCE - Finger Lakes Helpdesk Request

CCE - Finger Lakes Helpdesk Request

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

To view all of your current requests: <http://mysupport.cce.cornell.edu/>

Request Service

Details

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-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.

CCE - Finger Lakes Helpdesk Request

Request help from the CCE Finger Lakes helpdesk.

Requestor * Christ Smith

AssetTag * EXT - Wyoming Cnty Coop Ext Assn Regional Team

Subject *

Description *

Type of Request *

Attachment *

Asset Tag *

To Check Before Submitting

☐ I have checked for and installed software / operating system updates

☐ I have rebooted my computer and checked to see if the problem still exists

Submit