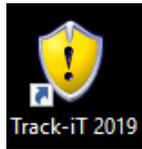


HOW TO SUBMIT A REQUEST FOR TECHNOLOGY SUPPORT

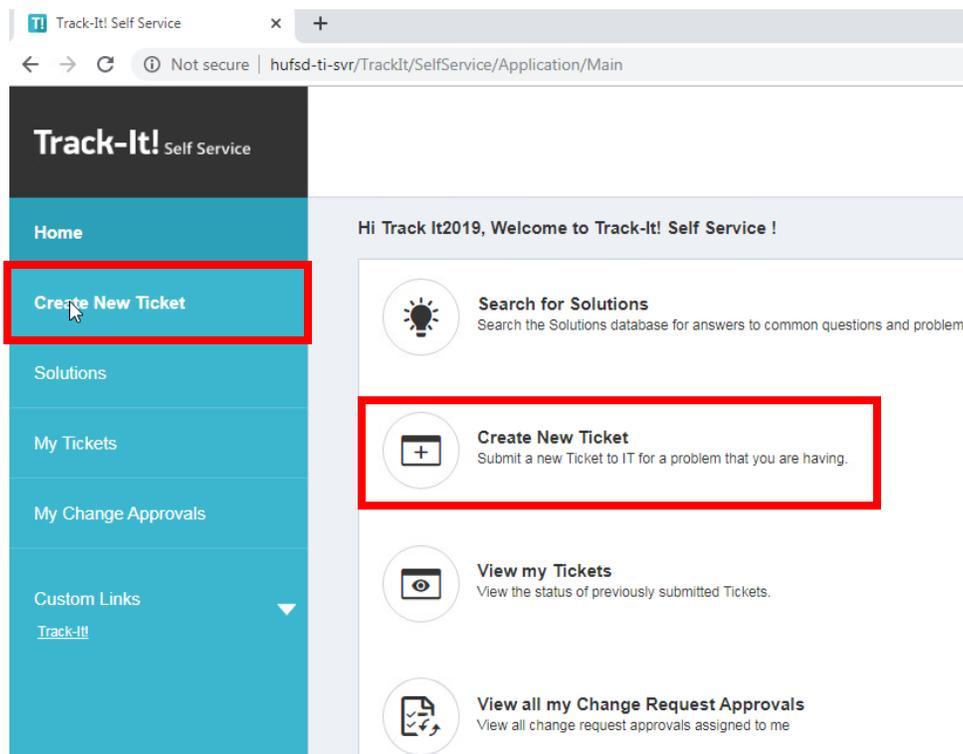
1) Click the **Track it 2019** Icon on your Desktop



2) Click **Log in** using your **Windows Account**



3) Click **Create New Ticket**



4) Mandatory fields to be entered are:

- Summary – Enter a brief (2-3 word) description of issue/need
- Note – Enter a full description of the issue/need
- Call Back Number – In this dialog box, please enter your location, (building / room number), instead of a phone number.

The screenshot shows a web browser window with the URL `hufsd-ti-svr/TrackIt/SelfService/Application/Main`. The page title is "Track-It! Self Service". The left sidebar contains navigation links: Home, Create New Ticket, Solutions, My Tickets, My Change Approvals, and Custom Links (with a dropdown arrow). The main content area is titled "New Ticket" and contains the following form fields:

- Summary ***: A text input field.
- Note ***: A text area with the placeholder text "Enter a brief note."
- Callback Number ***: A text input field.
- Category**: A dropdown menu.
- File Name**: A file selection field with the text "Select a Local File (up to 29 MB)", a "Browse..." button, and a "Clear" button.

A green button labeled "Common Requests" is located in the top right corner of the form area. A green button labeled "Submit Ticket" is located at the bottom of the form area. Red boxes highlight the form fields and the "Submit Ticket" button.

5) When you are finished completing the form, click **Submit**.