Service Request/Case Ticketing System
College of Business and Economics

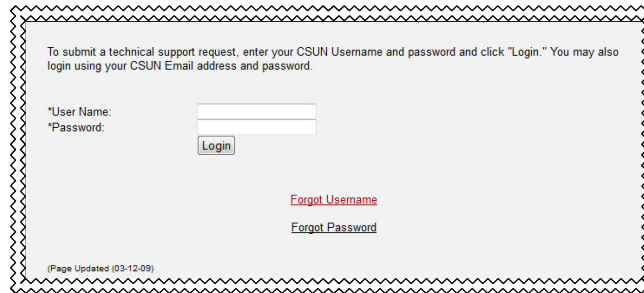This online form is available at http://techsupport.csun.edu.

Figure 1: Login Screen

When you reach this site, you will need to authenticate by providing your UserID and password (same items you use to access the Portal).

Once you have logged in, you will see the online form where you are able to describe your problem or request information (aka "issue").
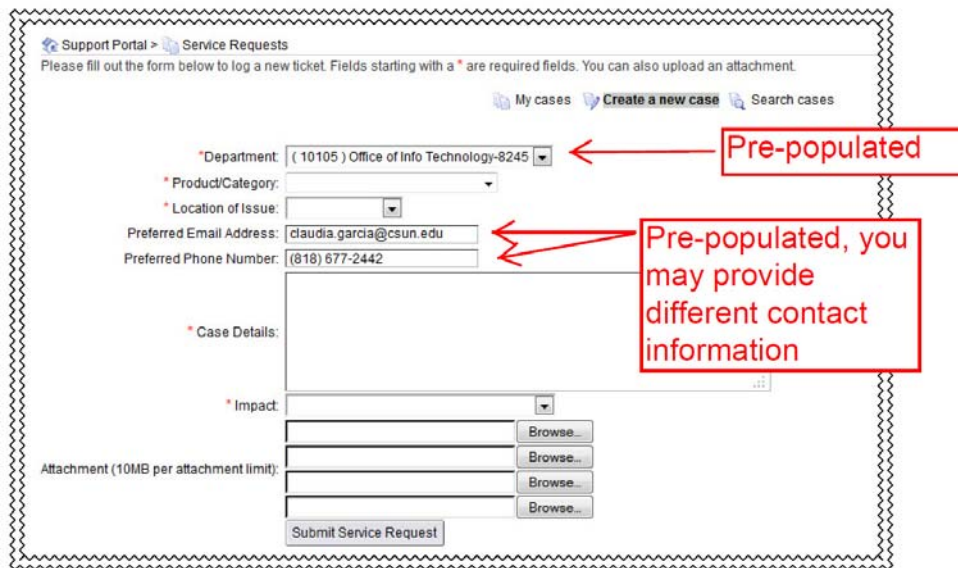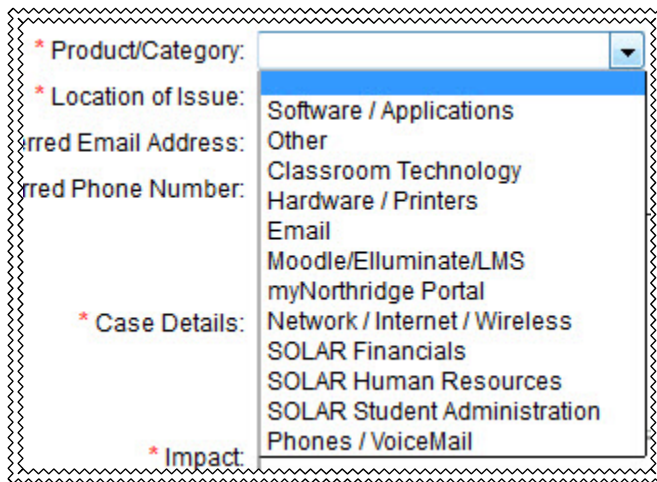

Figure 2: Online Form

Pre-populated Fields
Some of the fields (**Department**, **Preferred Email Address** and **Preferred Phone Number**) will be filled in automatically by the system.

Department: If you are associated with multiple departments/areas on campus, they will be listed in the Department drop-down field. If the system does not automatically display your COBAE department, please make sure to change it to your COBAE department so that your Case can be routed, if needed, to the Office of Information Technology (OIT).

Preferred Email Address/Preferred Phone Number: If you prefer an alternate email address or contact telephone number, you can make the change on this screen. The email address that you provide is where your Case information will be emailed so that you can track your issue.

Product Category

Figure 3: Product or Category Options

This category helps the system determine where your Case will be routed to on campus . Choose the item that most closely matches your issue. If you cannot find your specific issue, please select "Other." Please Note: For telephone and voicemail issues, also select "Other." Otherwise, there may be a delay as your case is first sent to CSUN IT and then routed back to us for service.
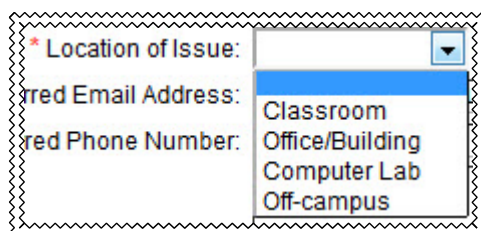
COBAE OIT:
- Software/Applications
- Other
- Hardware/Printers
- Email
- Network/Internet/Wireless

CSUN IT
- Classroom Technology (may be routed back to COBAE)
- Moodle/Elluminate/LMS
- myNorthridge Portal
- SOLAR Financials
- SOLAR Human Resources
- SOLAR Student Administration
- Phones/Voicemail

Location of Issue
In this section, specify where the problem is occurring. In most cases, this will likely be "Office/Building." Please make sure to include the room location in the **Case Details** section.
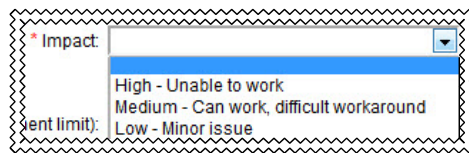

Figure 4: Location of Issue

Case Details

The **Case Details** field is where you can provide us with information about your issue. ***Please be as detailed as possible.*** If applicable, you can provide a date for when you need the work completed as well as your room location. The more specific and detailed you are in this field, the easier it is for us to troubleshoot/address your issue. It also helps prevent a delay as we attempt to contact you for clarification.

> *For example:* If your printer is not working, please provide more information than "Printer is not working." Rather, you can say, "The printer does not print and has a flashing light. This is occurring in JH 9999" or "The printer does not print and it is displaying an error code on the display. The code is E102.30 and the printer is located in JH 9999." or "My printer model is not one of the available printers on my computer. I'm in JH 9999.", etc.

Impact

This field allows you to specify what type of impact this has on your work performance. This field in addition to the date you need the work completed by and your issue will assist our office in setting a priority to your Case.

Figure 5: Impact to your work performance

Attachment

In some situations, providing a copy of the file causing problems or maybe a screen capture of the problem may assist us in addressing your issue. In those situations, you can attach up to four (4) files to your Case. Because these service requests are potentially viewable by other technical support personnel on campus, ***please do not attach any confidential material***.

To attach a file: Click on the Browse button. Go to the location where your file is saved and select it.

Submit Service Request

Once all of the fields are completed, you can submit your request by clicking on "Submit Service Request." Once submitted, you will receive an email with your Case# that you can use to track your issue.