

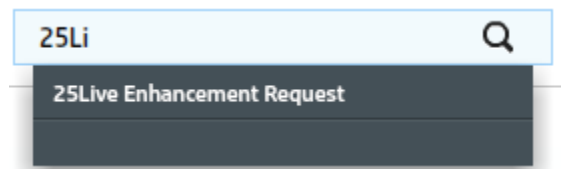
CREATING A TICKET

HPSM

A Help Desk ticket should be created for all security changes, requests, and projects related to 25Live. This will ensure all requests and changes to the system are properly tracked.

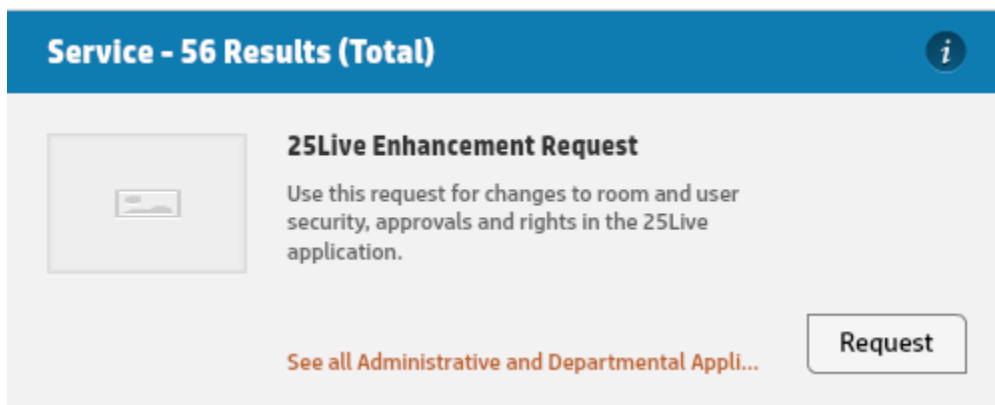
To create:

1. <https://helpdesk.uww.edu> and login using your Net-ID
2. Go to the search field and type in "25Live"
3. Once you begin typing, you will see the following:



A search input field containing the text "25Li" with a magnifying glass icon to its right. Below the input field, a dropdown menu is open, showing a single option: "25Live Enhancement Request".

4. Once you have selected "25Live Enhancement Request", select "Request"



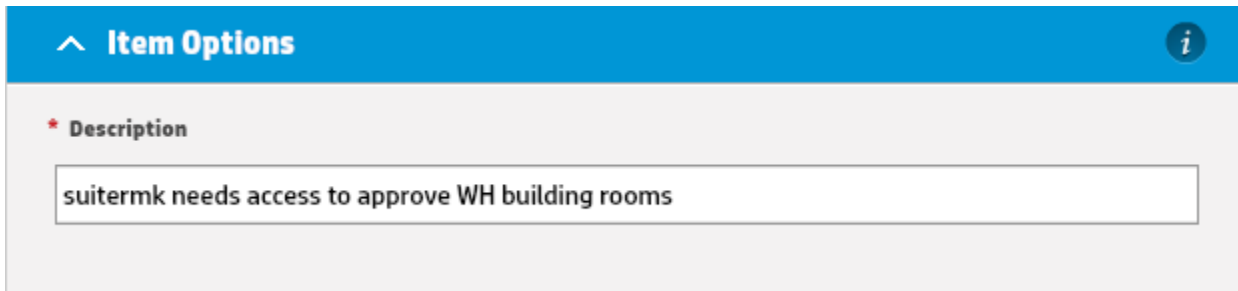
A service card titled "Service - 56 Results (Total)" with an information icon. The card features a placeholder image on the left and the following text on the right: "25Live Enhancement Request", "Use this request for changes to room and user security, approvals and rights in the 25Live application.", and a truncated link "See all Administrative and Departmental Appli...". A "Request" button is located in the bottom right corner of the card.

5. Enter "suitermk" in the "This request is for" field



The "Order Information" section, indicated by an upward arrow icon, contains a required field labeled "* This request is for". The input field contains the text "suitermk". To the right of the input field are a magnifying glass icon and an edit icon.

6. Enter the action you want performed in the "Description" field
 - See example below for a security request
 - Multiple users for a security request can be listed in single request

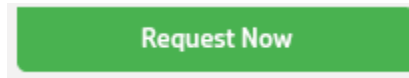


Item Options

* Description

suitermk needs access to approve WH building rooms

7. Select "Request Now"



Request Now

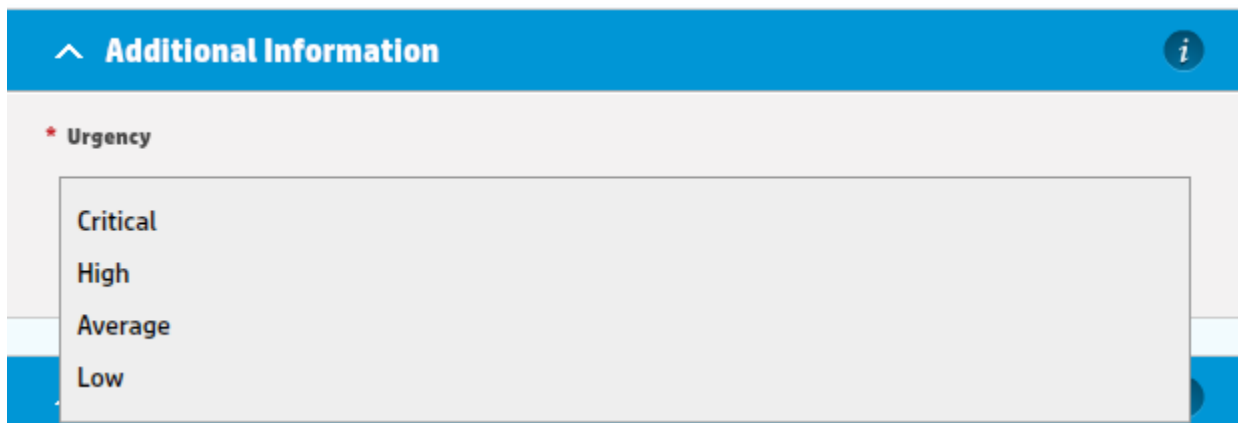
8. Enter a title for your request
 - For security request, use the title "Security Request." For all other types of requests, provide a short title related to your description



* Title

Security Request

9. Enter in the Urgency level:



Additional Information

* Urgency

Critical
High
Average
Low

10. Select "Submit":

Total Items: **1**

Submit

Once these actions are performed, you will be able to receive notification on the status changes.