CREATING A TICKET

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](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:

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

5. Enter “suitermk” in the “This request is for” field
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](image)
   * Description
   suitermk needs access to approve WH building rooms

7. Select “Request Now”

   ![Request Now Button](image)

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

   ![Additional Information](image)
   * Title
   Security Request

9. Enter in the Urgency level:

   ![Additional Information](image)
   * Urgency
   Critical
   High
   Average
   Low

10. Select “Submit”:
Once these actions are performed, you will be able to receive notification on the status changes.