

Using the New Help.unc.edu

Two Types of Tickets

Something's Broken

- I hear feedback when I join Zoom calls.
- When I use Firefox, I don't see drop-down menus in ConnectCarolina.
- The printer in the break room is jammed.

Request Service

- I need to have a telephone connected.
- I need a new chartfield string.
- I don't know how to use Zoom web conferencing. Can you help?

Checking the Status of Your Tickets

Help.unc.edu > login > My Requests > click the description of the request

If the description you click on is a Service Request, click the order item

Order Item	Delivery Date	Stage
Service Requ...		▶ ✓ → ○

To add notes to your ticket, you can type comments here, or reply to the email you receive about the ticket

Tips

- “Something’s broken” tickets go to the ITS Service Desk first. Be as descriptive as you can to get your ticket to the right place quickly.
- Searching for a service tends to be faster than using the categories.
- Search results show both knowledge articles and services.
- If you don't see a service that matches what you are looking for, choose “Request Something Else.”