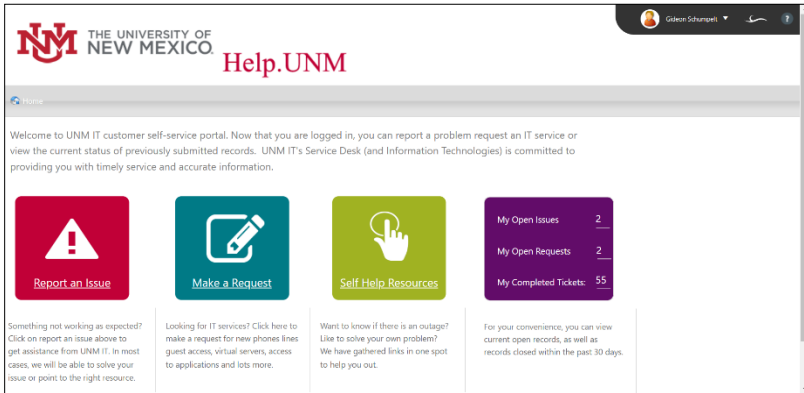
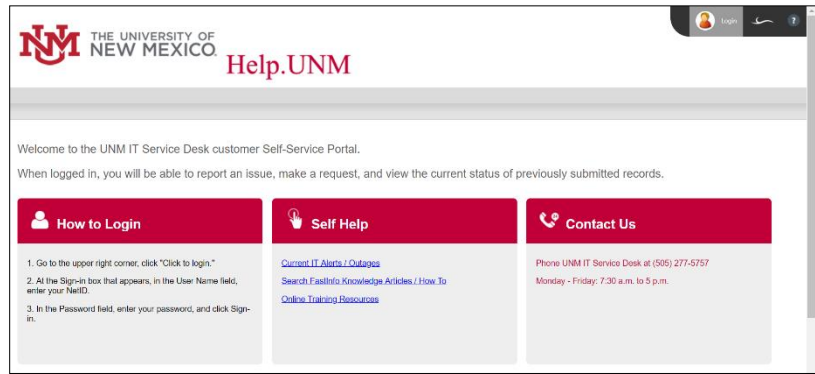


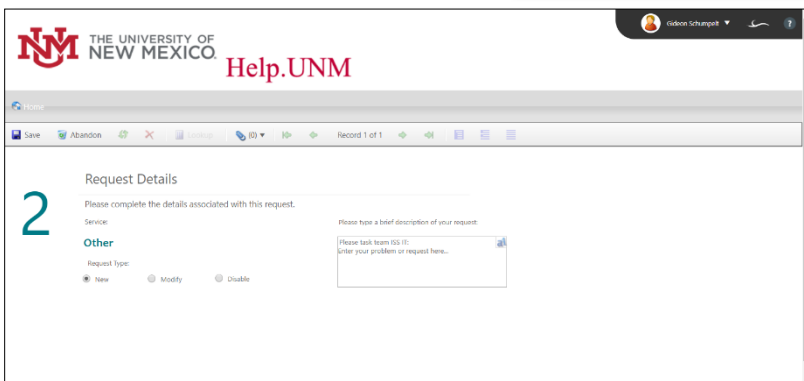
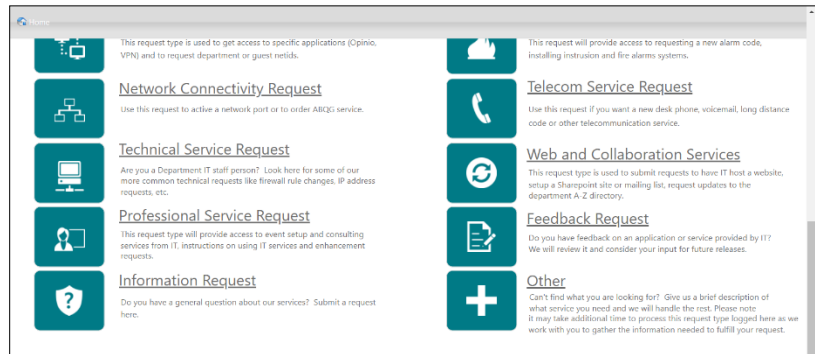
Submitting a Ticket Directly to ISS IT

To Submit a ticket, go to help.unm.edu. You will need to login with your UNM credentials.



Once logged in, click on the “Make a Request” tile.

On the next page, scroll to the very bottom and click on the “Other” Tile.



For the Ticket to go directly to ISS; Begin your request with, **“Please task team ISS IT:”** Then you can enter the problem/request and any relevant details.

If you are working with someone specific. Send them an email with the incident number. That number can be found at the top of your request.

Note: The “Make a Request” page can used to submit requests to other groups within IT as well. If none of the boxes seem to meet your needs, you can try to search for it in the search bar at the top Or you can call the IT help desk (277-5757) and have them submit a ticket on your behalf.