Submitting a Ticket to SOMTech

Below are the current instructions for submitting a ticket to SOMTech. As of December 4th, 2019, VCU has a new ticketing system based on the Cherwell platform. SOMTech is working with the IT Service Management Office to implement a custom SOMTech interface, but at launch, that is not the case. In order to ensure that your ticket arrives at SOMTech and that SOMTech can provide the most efficient support, we strongly encourage you to follow these instructions and include the requested information in each ticket submitted.

Any changes to these instructions (and more details) will be posted at https://go.vcu.edu/SOMTicket. To find other ways to contact SOMTech, please visit https://go.vcu.edu/ContactSOMTech.

With the new ticketing system, the SOMTech Client Services group now comprises what was previously 3 groups:

- SOMTech Desktop Support
- SOM Security
- CSIS

If you are trying to submit a ticket to any of these former groups, you are in the right spot! If you are looking for IT support within VIPBG, please visit https://helpdesk.vipbg.vcu.edu.

Instructions

1. Go to https://itsupport.vcu.edu/
2. Click on Click To Login.
3. Login to CAS with your VCU eID and eID password (if prompted).
4. Click on New IT Support Ticket.
5. Depending on the issue, you may want to click on different options, but if you are having a problem with your computer (or can’t figure out how to get a ticket to SOMTech), you should click on these options:
   a. Computing Support
   b. Hardware and Devices
   c. Computer/Laptop
   d. Report Issue
6. Fill in the form with the relevant information and click the Submit button. Use the information on the back of this page to help best complete the form.
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Sample Screenshot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ticket #</td>
<td>The ticket number is shown at the top when creating the ticket, but the ticket does not get sent to SOMTech until the Submit button is pressed. In this example, the ticket number is 15028.</td>
<td></td>
</tr>
<tr>
<td>Requested By</td>
<td>This field is hidden. It automatically logs the person submitting the ticket.</td>
<td></td>
</tr>
<tr>
<td>Requested For</td>
<td>This is the person who is having the problem, not necessarily the person submitting the ticket. This defaults to the person who is creating the ticket, but it can be changed. Sometimes, this person will not be involved in resolving the problem, but it’s important to identify the person actually having the problem. To change this, clear out the text in the field and enter the person’s last name or ID and click Tab or the magnifying glass to search for the person.</td>
<td></td>
</tr>
<tr>
<td>Customer Type</td>
<td>This describes the affiliation of the person having the issue (i.e., the Requested For person). Sometimes, the person will have multiple affiliations—select the one that is most relevant.</td>
<td></td>
</tr>
<tr>
<td>Business Unit Name</td>
<td>This lists the MBU (major business unit) for the person having the issue (i.e., the Requested For person). This cannot be changed. If this does not show School of Medicine, it is extremely important to mention that this ticket is for SOMTech in the Description.</td>
<td></td>
</tr>
<tr>
<td>Alt Phone / Email</td>
<td>This is supposed to represent an alternate phone number and email address for the person submitting the ticket (i.e., the Requested By person). To simplify things, please leave this blank or list the primary contact information for the person submitting the ticket. This information will be saved for future tickets, so please do not list the contact information for the person having the issue (i.e., the Requested For person).</td>
<td></td>
</tr>
</tbody>
</table>
| Description        | This is the most important part of the ticket. Please be sure to include as much of the following information as you can:  
  - The fact that this is a ticket for SOMTech  
  - The department and/or division for the person having the problem  
  - Primary contact person and contact information  
  - Secondary contact person and contact information  
  - Tertiary contact person and contact information  
  - Alternate contact information for any of those contacts  
  - The problem or request  
  - The urgency of the problem or request. | Here is a template that may be helpful:  
  This ticket is for SOMTech from DEPARTMENT.  
  Primary Contact: NAME (PHONE) EMAIL  
  Secondary Contact: NAME (PHONE) EMAIL  
  ISSUE OR REQUEST  
  Thanks! |
| Location           | Enter in the beginning of the relevant building name and hit Tab or click the magnifying glass to find the relevant building. |                   |
| Room / Floor       | Enter in the room number that you would want the technician to go to. |                   |
| Asset Identifier   | Most SOMTech computers have a SOMTech tag sticker on them. If you know the tag number, please include it here. It should look like SOM####. |                   |
| Add Attachment     | Click this button to add relevant attachments to the ticket. Screenshots can be very helpful! |                   |