

# Creating a Ticket

## Having computer trouble?

Open a ticket by emailing [pshelpdesk@uci.edu](mailto:pshelpdesk@uci.edu) or going to <https://ps.uci.edu/pshelpdesk>

- Make sure to **describe** the problem you are having.  
For example, instead of saying "Computer broken", say "Computer will not turn on".
- **When** did the problem start happening?
- **Where** are you located and when are you in the office for us to swing by, if necessary? We will try to accommodate your schedule to the best of our ability.
- What **Operating System** are you using? Windows, Mac, Linux, etc
- Can you consistently **reproduce** the problem?
- Take a **screenshot** of any errors you see, including the URL if there is a webpage. If you are emailing [pshelpdesk@uci.edu](mailto:pshelpdesk@uci.edu), attach the screenshot to your email. If you used the self-service link <https://ps.uci.edu/pshelpdesk>, click the attach button at the bottom to attach your screenshot.

### Example Ticket Below:

#### **Short Description (email subject):**

Can't access PS Website

#### **Long Description (email body):**

I can't connect to <https://ps.uci.edu> since yesterday, 8-23-23. Every time I refresh the page, I get an error message saying permission denied. I'm in RH 152 and will be available between 1PM-3PM Monday through Wednesday.

Here's a screenshot:



**No internet**

Try:

- Checking the network cables, modem, and router
- Reconnecting to Wi-Fi

ERR\_INTERNET\_DISCONNECTED

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Created 24 August 2023 22:27:01 by David Rotter

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