

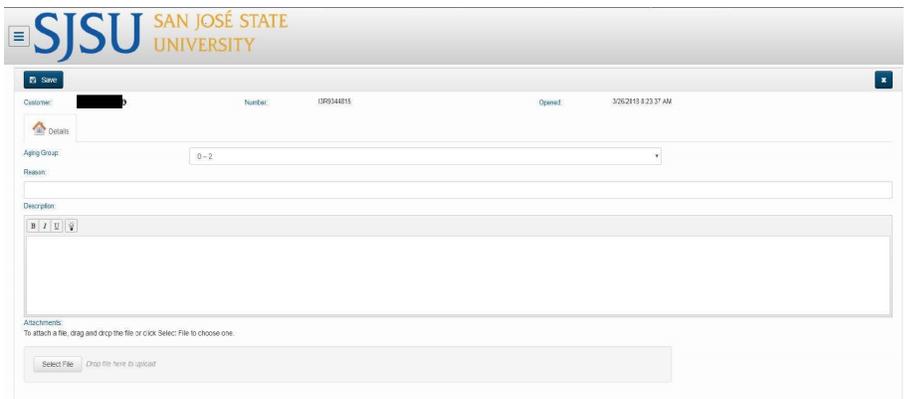
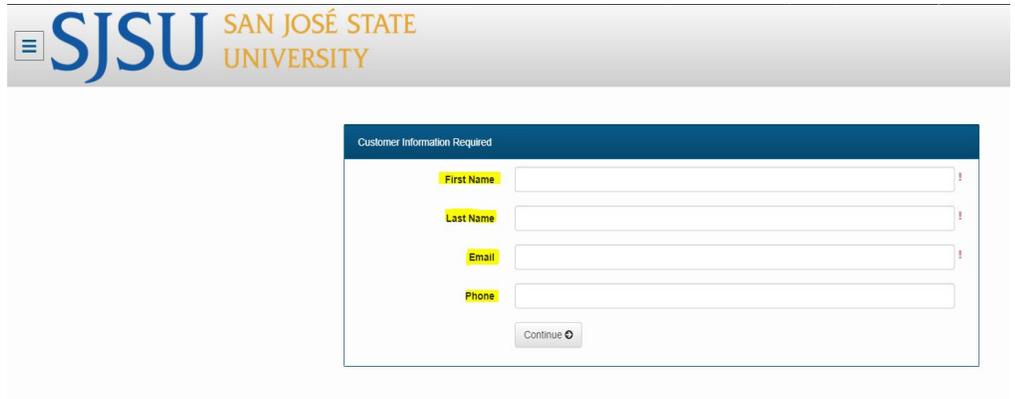
Overview

This guide explains how to open a Help ticket with the Service Desk, without a SJSUOne account.

1. Enter your **first name, last name, email address** and **phone number**.
2. Click Continue.

The *iSupport Customer Center* shows.

Note: The ticket number for your request is highlighted, as shown.



This section is a close up of the ticket content.

3. Enter the **Reason** for the ticket request.
4. Enter a detailed **Description** of the request.
5. Attachments can be included for added detail.

The screenshot shows a ticket creation form with a 'Save' button at the top left. The form includes fields for 'Customer' (with a redacted name and an information icon), 'Number', 'Aging Group' (set to '0-2'), 'Reason' (containing 'Sample Reason'), and 'Description' (containing 'Sample text of description for ticket.'). The 'Attachments' section has a 'Select File' button and a 'Drop file here to upload' area. Red boxes highlight the 'Reason' field, the 'Description' text area, and the 'Attachments' section.

6. Review the ticket information.
7. Click Save.

This screenshot shows the same ticket creation form, but with a red box highlighting the 'Save' button at the top left. The rest of the form content is visible but not highlighted.

Success message will appear.

Note: The ticket number for your request is highlighted, as shown.

8. Click Continue.

Another message will appear, the page can then be closed.

Submit Successful

Submit successful.

Your reference number is 13R9344815

Continue

Your request has been submitted.

Thank you,
IT Help Desk
