CCU ITS Service Center:
How to Submit Your Online Support Requests

Creating an Online Service Request/Ticket

- Log in to: https://5000.coastal.edu with your Coastal username and password **and** choose **Information Technology Services** from the Organization field.

- There are two ways to create new tickets.

  1. Click on the **Need help? Report it** button. Then, choose an appropriate queue to start your ticket. If you are unsure of which queue, please choose **Telephone Services** for telephone specific needs or **Faculty and Staff Services** for all other needs.

  2. You can also submit a ticket using the left navigation bar. Click **ITS Service Center**. Select **New,** and hover over **New Tickets from Queue >** and choose the **<Queue name>** that applies to the issue. If you are unsure of which queue to select, select **Telephone Services** for CCU telephone related needs, or select **Faculty & Staff Services** for all other services.

- **Enter the details of your online service request**. Details requested may vary depending on the queue you choose. Below is an example of the **Faculty & Staff Services** queue fields:

  1. **Subject** (Required): A brief subject for the issue.

  2. **Summary of Issue:** A more detailed description of the issue.

  3. **Submitter:** The default person for the submitter will be the username of the user submitting the ticket. If you are creating a ticket on behalf of another user, the submitter can be changed by selecting a different login name (using their CCU username) in the drop-down list.

  4. **Category**: Select and choose the type of classification for the issue.

  5. **Impact**: Select the number of people that are inconvenienced or cannot work.

     - **Many people cannot work**.

     - **Many people inconvenienced**.

     - **1 person cannot work.**

     - **1 person inconvenienced**.

     - **Not applicable.**

  6. For **Attachment**, you can click **Choose File** to select and upload an attachment if needed. Click **Add Another Attachment** to add additional attachments.

  7. For including a **Screenshot,** you can click **Paste Screenshot** to share it in the ticket.

  8. Click **Save** to save the ticket and return to the Ticket list. Click **Apply Changes** to save the ticket and continue editing it. Click **Cancel** to discard the ticket.

Viewing Tickets

- Log into https://5000.coastal.edu

- On the left navigation bar, click **ITS Service Center**.

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- On the upper right select **Queue:** View can be filtered by all or select a particular queue. Remember to change this back to ALL when complete, in the event you need to locate a ticket for another queue later.

- Select **View By**: Further filtering of ticket view.

- Use the **Search List** box to search for a particular ticket you may need.

- **Advance Search –** Filter for advanced searches.

- **Gear –** Standard view options.

- **View the ticket details**:

  - Click the link in the **Number** or **Title** for the ticket to display the Ticket Detail page.

  - Use the **Comment** box to **submit** additional information on your ticket via the ticket details screen.

  - Or, reply by email to any of your emailed ticket updates.

Search Knowledge Base Articles

- Log into https://5000.coastal.edu

- On the left navigation bar, click **Knowledge Base**.

- On the upper right select **View By**: The default view is "**All Items**."

  - If you click on "**All Items**" you will have the ability to choose "**Category**" which will allow you to narrow the search topic.

  - Change the **View By** to DL Knowledge Base for all Digital Learning related articles.

  - Change the **View By** to ITS Knowledge Base for all ITS related articles.

  - Change the **View By** to SCS Knowledge Base for all Student Computing Services related articles.

  - Use the **Search List** box to further search for a particular resource.

- Click on an article Title to view the Knowledge Base article. Note, inside many articles, there are additional attachments as resources.