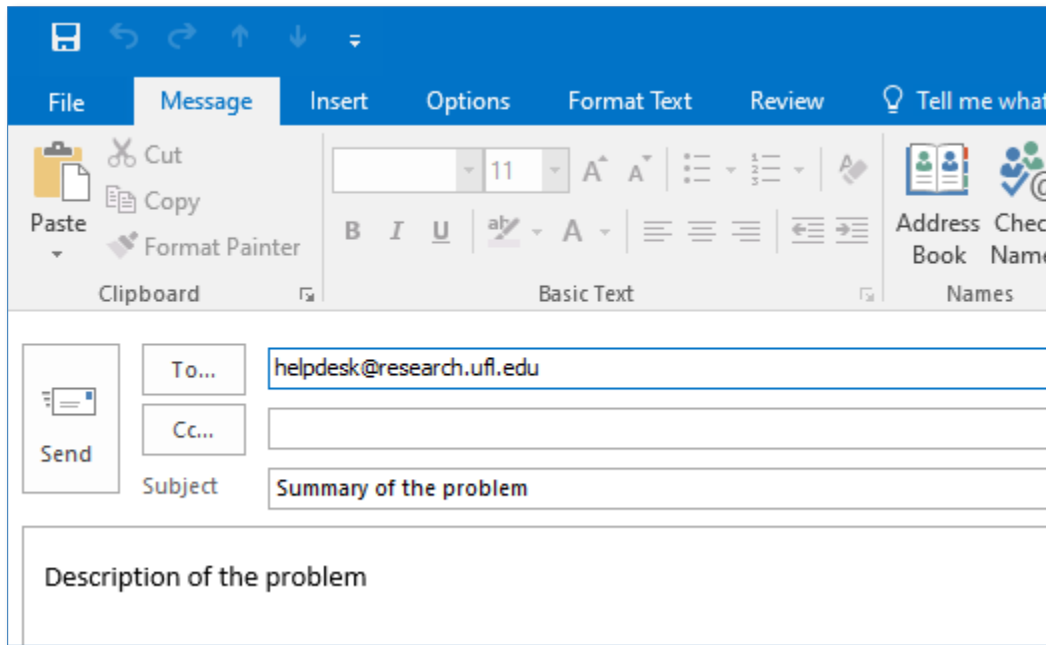


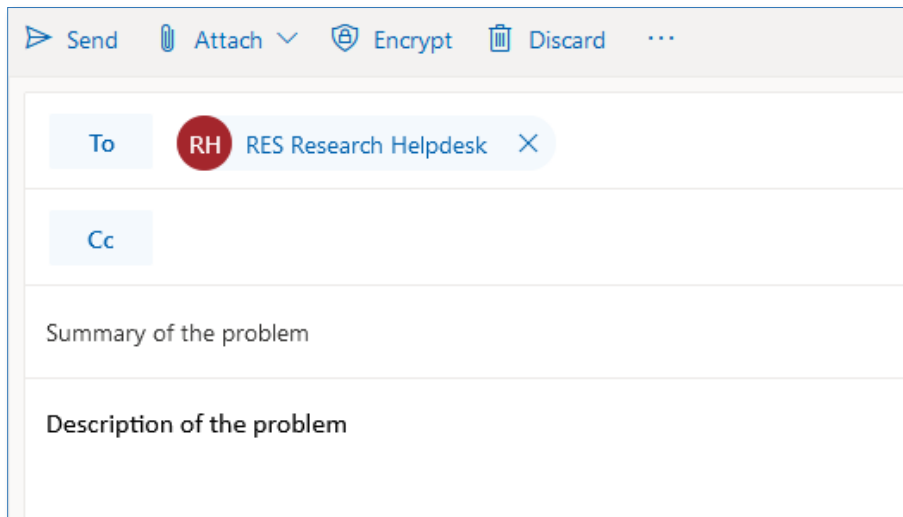
How to submit a ticket

Send an email to helpdesk@research.ufl.edu with the subject being a short summary of the problem and the body explains what is happening. You can add your manager in the CC field to include them on the ticket.

Desktop



Web



What to include in a ticket

- What was expected and what actually happened
- The room number and cage card number if relevant
- The screen name and number that the problem is occurring on. The top of each screen has a unique name and number. Like below is "Daily Status 15".

