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**

```
To: helpdesk@research.ufl.edu

Subject: Summary of the problem

Description of the problem
```

**Web**

```
To: RES Research Helpdesk

Cc

Summary of the problem

Description of the problem
```

**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”.

```
12:36 PM Fri Aug 7

Daily Status 15
```