

How to Create a Ticket in DeskPro

CAD Tech Student Managers - 2024-12-22 - How-to Articles

****NEEDS TO BE REWRITTEN FOR DESKPRO****

For students/faculty members:

Instruct a user to log in to <https://deskpro.cad.rit.edu> with their RIT provided login info (using just their username).

From there, they can select a category and fill out the appropriate information:

- Summary and description of the issue. **The more detail they give and the more specific they are, the easier and faster it is for us to help!**
- Affected computers and locations (include TAG number or RIT sticker number if relevant to a specific machine(s))