

# How to Submit an IT Ticket

- Go to [ithelp.unt.edu](http://ithelp.unt.edu)
- You will be presented with a login screen, **login with your EUID and Password:**

## UNT | SYSTEM™

Login to ServiceNow

EUID

> Forgot your password?

> Need Help?

Password

Don't Remember Login

Login

**servicenow**

IT Service Management (ITSM)











- Click on **“Report an Issue”**


Welcome to the ServiceNow self-service portal. How can we help you?

This portal contains mostly offerings for IT help and requests for IT services. There are also offerings for some budgetary groups, business intelligence and reporting services, and office administration. If you do not see your preferred option while browsing the catalog, please try the Search field in the upper left corner of each page. If you still don't find what you are looking for, please contact your local IT support group for assistance.

This system is the property of the University of North Texas System and your use of this resource constitutes an agreement to abide by relevant federal and state laws and institutional policies. Unauthorized use of this system is prohibited. Violations can result in penalties and criminal prosecution. Usage may be subject to security testing and monitoring. Users have no expectation of privacy except as otherwise provided by applicable privacy laws.

IT Services

 Accounts & Passwords	 Business Intelligence & Reporting	 Classrooms, Labs, & Printing	 Data & Information Management	 Desktop Services
 Educational Technology	 Email & Collaboration	 Internet & Network	 Professional Services	 Security, Risk, & Compliance



- **“Submit”** incident after all details are filled in the form.

[Home](#) | [Report an Issue](#)

## Create Incident

Create an Incident record to report and request assistance with an issue you are having

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

Requested by	Contact email
<input type="text" value=""/>	<input type="text" value=""/>
Requested for	Contact phone
<input type="text" value=""/>	<input type="text" value=""/>

\*Severity

A measure of the effect that the Incident is having on the business. Often equal to the extent to which agreed or expected levels of service may be distorted. Together with urgency, it is the major means of assigning priority for dealing with Incidents.

\*Short description Short description about ticket

Please describe your issue below

The more information you can provide here, the easier time the support organization will have in diagnosing and resolving your incident.