

# Creating a Service Request

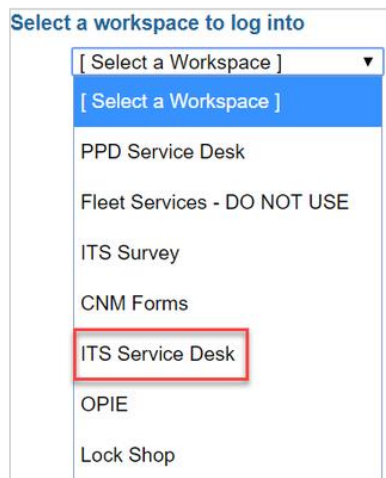
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Follow the steps provided below to create and submit a request to the ITS Service Desk.

1. Select **Open a Ticket** located at the bottom of the page, or navigate to <https://sos.cnm.edu/>.
2. Enter your CNM username and password and select Login. If you are a new user select Create a New Account.



3. Select the ITS Service Desk workspace.



4. Select New Request.



5. **Submit a new Request:** Enter a subject in the Subject line and select the Preferred Contact Method from the drop-down list.

Submit a new Request

Subject\*

Preferred contact method\*

Make a Selection

6. **Personal Information:** When you log in to create a request, your contact information will automatically populate into the Personal Information section of the New Request.

Your Personal Information\*

Last Name*	First Name*	Email Address*
<input type="text"/>	<input type="text"/>	<input type="text"/>
CNM Phone	User Name*	
<input type="text"/>	<input type="text"/>	
	Alt Phone - Pager	Job Title
	<input type="text"/>	<input type="text"/>
Department	Office Location	CNM ID Number
<input type="text"/>	<input type="text"/>	<input type="text"/>
Full Name		
<input type="text"/>		

7. **Issue Information:** Select the appropriate Type of issue, select the Category your issue may fall under, select the Sub-Category, leave the Impact and Urgency as default. The ITS Service Desk will readjust the Impact and Urgency level per our [Service Level Agreement](#).

Issue Information\*

Type

Service Request

Category

Computer Hardware

SubCategory

Desktop computer

Impact\*

4- Minor/Localized

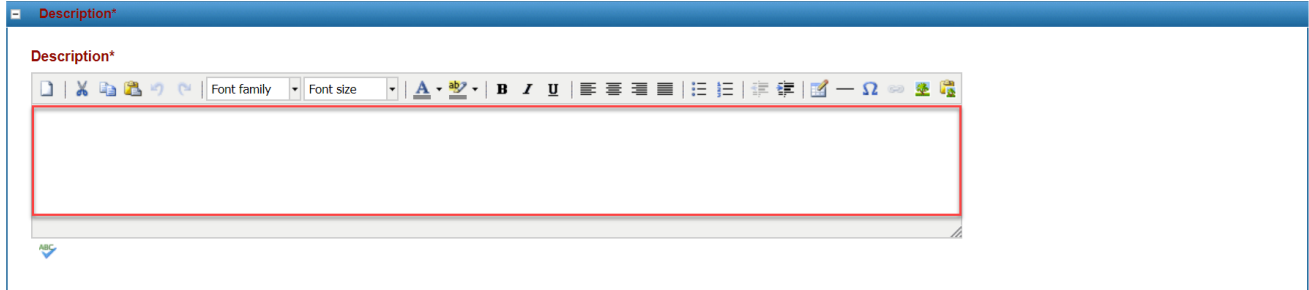
Urgency\*

4- When Possible

(Instruction is based on classrooms in session)  
CNM Function

Administration

8. **Description:** Add a detailed description of the request, or issue you are experiencing. Please include your current building, room, and location, as well as ext. number, a computer tag number, if the issue or request is related to your computer system, and add any screenshots or information relevant to the situation.



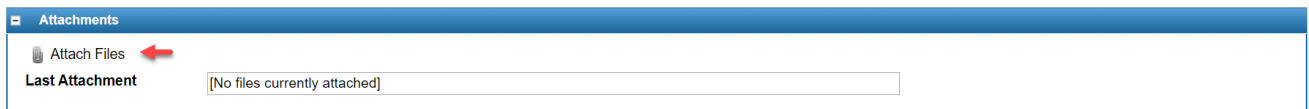
The screenshot shows a web form section titled "Description\*". Below the title is a rich text editor with a toolbar containing icons for undo, redo, font family, font size, text color, background color, bold, italic, underline, bulleted list, numbered list, link, unlink, and insert image. The main text area is empty and outlined in red.

9. **Notifications:** To add an additional email, enter the email into the Addresses box.



The screenshot shows a web form section titled "Notifications". It contains a label "Additional Email Notifications" with a red arrow pointing to it. Below the label is an "Addresses" input box.

10. **Attachments:** Attach any screenshots or files relevant to your issue or request.



The screenshot shows a web form section titled "Attachments". It contains a label "Attach Files" with a red arrow pointing to it. Below the label is a "Last Attachment" input box containing the text "[No files currently attached]".

11. When all sections have been completed select Save to create and submit your request.

