Report an Incident

This guide provides step-by-step instructions on how to report an incident. It is useful for anyone who needs to report an issue or problem with data or telephone functionality.

1 Navigate to <u>https://myitservices.doit.txst.edu/cc/</u>		
2 Click "Report an Ir	ncident" found under the Support Me	enu in the upper left.
TEXAS STATE	Billing	
Report an Incident My Profile	T Customer Center More Info	My Services/Equipment
Username User Role	CustomerCenter, Guest,	Search
Department Account Details	Technology Resources Administration	No services or equipment four
Account Credit Cu	rrent 200 60 90 120+ To	

3 Click the "Phone Number:" field and enter your contact information.

TEXAS		
Support Shopping Billing		
Set Owner Contact Dept. Hierarchy		
First Name: Email Address: @txstate.edu	* Last Name:	
Incident Details		
* Incident Code:		
Select a Trouble Code -		
Incident Details:		

4 Select the Trouble Code in the dropdown menu shown.

upport Shoppir	ig Billing
* First Name:	
* Email Address:	
Incident Details	
 Incident Code: Select a Trouble Code 	
Incident Details:	

Provide additional details in the Incident Details area.

First Name: Email Address: Incident Details Incident Code: PHONE - Dropped calls Incident Details:	Support	Shopping	Billing
Email Address: Incident Details Incident Code: PHONE - Dropped calls Incident Details:	* First Name	e:	
Incident Details * Incident Code: PHONE - Dropped calls Incident Details:	¥ Email Add	ress:	
* Incident Code: PHONE - Dropped calls • Incident Details:	Incident D	etails	
PHONE - Dropped calls Incident Details:	* Incident C	ode:	
Incident Details:	PHONE - D	ropped calls	-
	Incident Deta	ails:	

6	Click the "Jack ID:" field and note the exact office location of the issue.
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TEXAS STATE		
Support Shopping Billing		
Provide details		
Additional Information		
* Jack ID: What jack do you want to turn on?	Data Location: What is the building and room number? PJCK 940	
Optional Information		

5

7 Click the "Data Location" field and enter the building and room number.

TEXAS		
Support Shopping Billing		
Provide details		
Additional Information		
* Jack ID: What jack do you want to turn on?	Data Location: What is the building and room number?	
Optional Information		

8 Click "Submit"	
TEXAS STATE	
Support Shopping Billing	
Additional Information	
* Jack ID: What jack do you want to turn on?	Data Location: What is the building and room number?
Optional Information	
	Drag Your Attachment Here or Click to upload
	Cancel
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