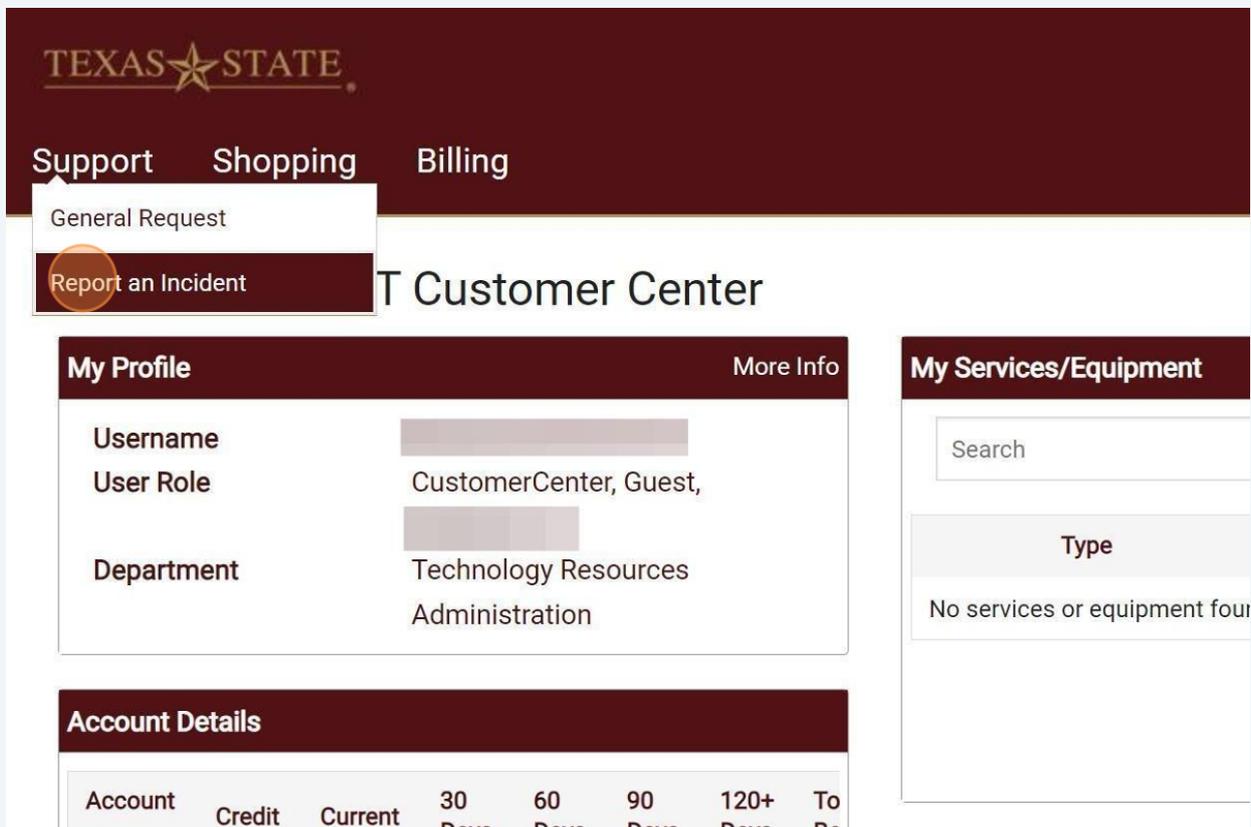


# Report an Incident

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.

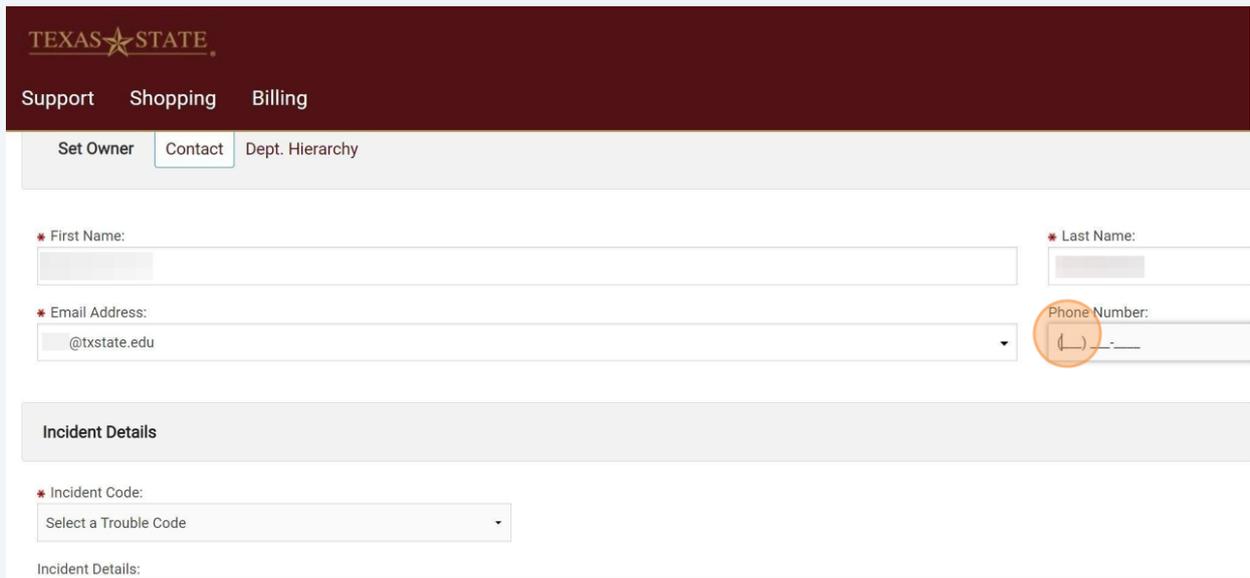
1 Navigate to <https://myitservices.doit.txst.edu/cc/>

2 Click "Report an Incident" found under the Support Menu in the upper left.



3

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



TEXAS STATE

Support Shopping Billing

Set Owner Contact Dept. Hierarchy

\* First Name:

\* Last Name:

\* Email Address:

Phone Number:

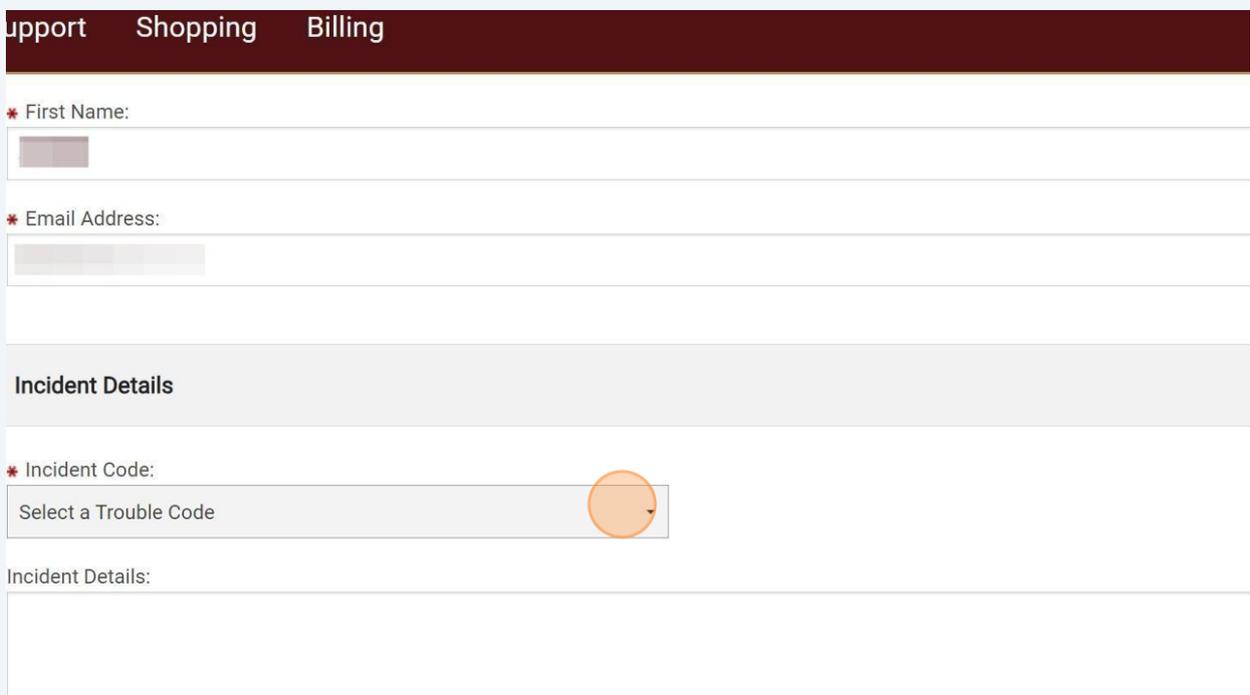
**Incident Details**

\* Incident Code:

Incident Details:

4

Select the Trouble Code in the dropdown menu shown.



Support Shopping Billing

\* First Name:

\* Email Address:

**Incident Details**

\* Incident Code:

Incident Details:

5 Provide additional details in the Incident Details area.

Support Shopping Billing

\* First Name:

\* Email Address:

**Incident Details**

\* Incident Code:  
PHONE - Dropped calls

Incident Details:

6 Click the "Jack ID:" field and note the exact office location of the issue.

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Incident Details:  
Provide details

**Additional Information**

\* Jack ID:  
What jack do you want to turn on?

Data Location:  
What is the building and room number?  
JCK 940

**Optional Information**

7

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

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Incident Details

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"

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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 Submit

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