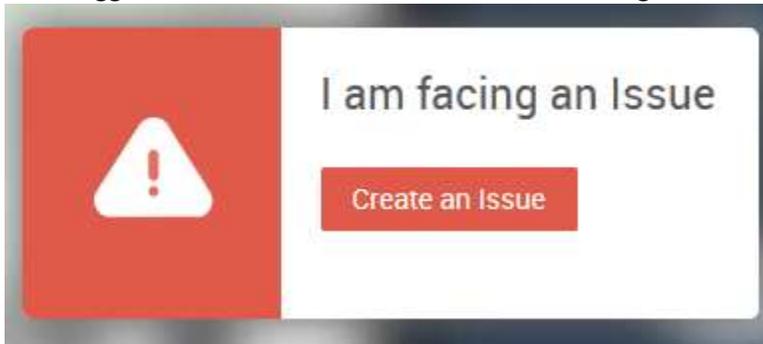


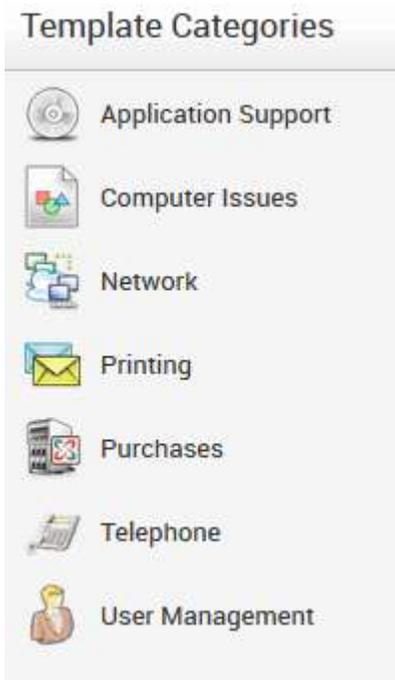
## FAQ: Opening a support ticket with the VetMED helpdesk

### How do I open an incident ticket using a template?

1. Log into <https://vmed-helpdesk.lsu.edu>
2. Once logged in click on the Red button for "I am facing an Issue"



3. On the next screen you can look for a template that matches your issue



By selecting an item from these template categories areas, you will receive a pre-populated template with much of the relevant information we need.

As an example, here is a template for activating a port in your office. As you can see the template provides you with all the information we need to start the process of port activation. On the left you will find all the information that we need and on the right you may find a help card that can provide you with further instructions on that template.

Name VetMedAdmin

Asset(s) Search and associate assets here

Subject Port Activation

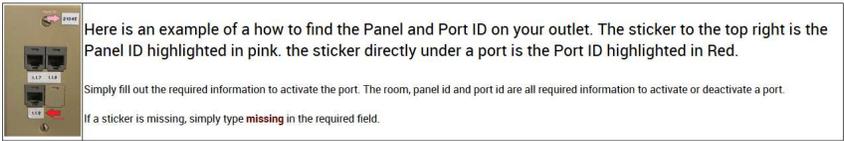
Room Number

Panel ID

Port ID

Port Activation  Activate  Deactivate

Description



**Help Card**

See the description for an example of how to identify the Panel and Port IDs.

If a sticker is missing, simply type in missing and our team will come put a sticker on the port.

- Once you have selected a template and filled in all the information, simply click “Add Request”.

### I am not sure what category template to use, how do I find the correct one?

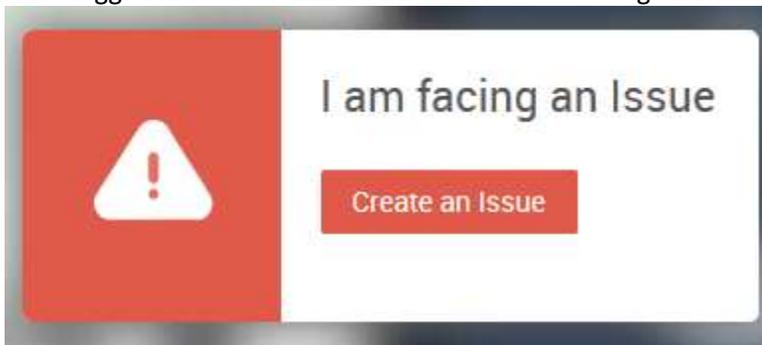
If the system item is not obviously available, you can use the search bar to do a keyword search on a term. So if you are interested in activating a port, simply type in “port” and hit Enter. The system will provide all templates with the word port. This should help you narrow down your search. In this case we see *the Activate and Deactivate a Port* template.

Showing results for port

- ⚠ Application crashes frequently - Application Support  
 This template is used when an application crashes / hangs frequently
- ⚠ Activate or Deactivate a Port - Network  
 This is used to activate or deactivate a port
- ⚠ Telephone extension not configured - Telephone  
 This template is used when user desk telephone extension is not configured
- ⚠ Telephone not working - Telephone  
 This template is used when user telephone is not working properly

### What if you do not have a template that matches your issue?

- Log into <https://vmed-helpdesk.lsu.edu>
- Once logged in click on the Red button for “I am facing an Issue”



- Simply Click “New Request”

**+ New Request**

**Use default template when there is no matching service or incident request available.**

4. Fill in the default information and click on “Add Request”

New Request Template: Default Request

Name: VerMedAdmin

Asset(s):

Category: -- Select Category --

Subject:

Description: 

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Attachments:

**Help Card**

This is the default system that we use on the web to record your incident. Please be as descriptive as possible when describing your issue.

Remember to provide items like Computer Name and Room Number for the incident.

**Do I have to use the web client to request support?**

No, you may also send an email to [vmed-helpdesk@lsu.edu](mailto:vmed-helpdesk@lsu.edu).