FAQ: Opening a support ticket with the VetMED helpdesk
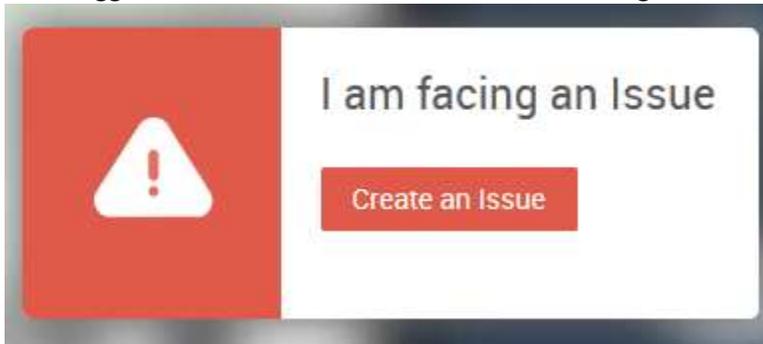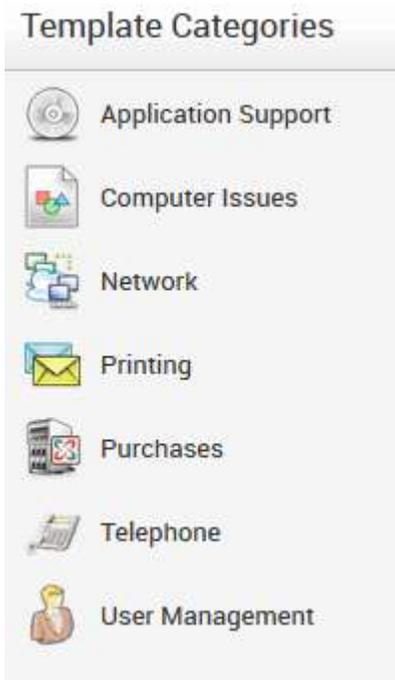
How do I open an incident ticket using a template?

1. Log into https://vmed-helpdesk.lsu.edu
2. Once logged in click on the Red button for "I am facing and 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.
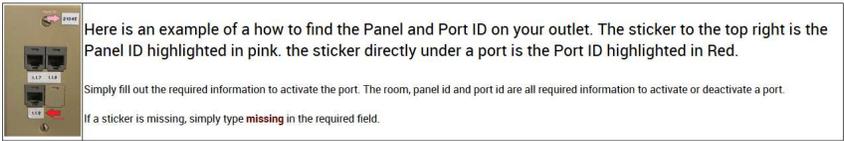
4. Once you have selected a template and filled in all the information, simply click "Add Request".

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.

What if you do not have a template that matches your issue?
1. Log into https://vmed-helpdesk.lsu.edu
2. Once logged in click on the Red button for "I am facing and Issue"
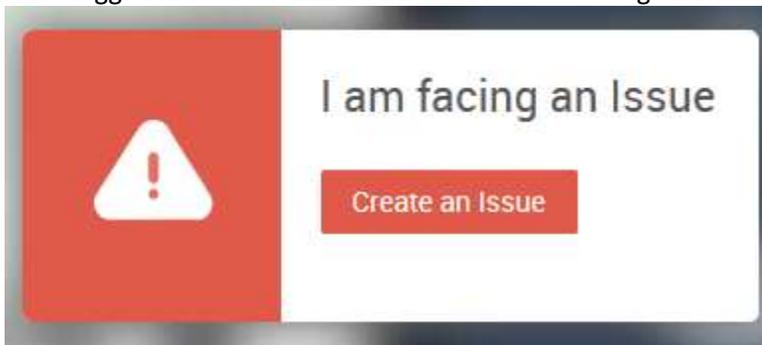
3. Simply Click "New Request"

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

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

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

No, you may also send an email to vmed-helpdesk@lsu.edu.