

Cullen College of Engineering Ticketing System

1. Accessing the ETS Customer Portal.

- Open a browser and navigate to the following URL:
 - <https://ecc.egr.uh.edu/engineering-technical-support-ticket-system>
- Select “Engineering Technical Support”

ENGINEERING TECHNICAL SUPPORT TICKET SYSTEM

The Engineering Technical support ticketing system should be used for issues relating to University provided computers, software and services used in the Cullen College of Engineering. You can submit a support ticket for such a technical issue using our Engineering Technical Support portal.

Engineering Technical Support

For general account or support issues, please visit the UIT General Support portal.

UIT General Support

2A. Opening A Support Ticket (Selecting a Group).

- Select any of the ETS Groups to create a support ticket.
- Available groups are:
 - Mac Support
 - Linux Support
 - Windows Support
 - Computing Lab Support
 - Website Support

ETS Groups

Please select a group to create a support request.

Mac Support



Linux Support



Windows Support



Computing Lab Sup...



Website Support



Cullen College of Engineering Ticketing System

2B. Opening A Support Ticket (Faculty).

- Faculty will need to fill out the following fields. Students can skip to section 2C.
 - Subject
 - Issue Type
 - Description
 - Attachments (optional)
 - Click “Save” once you are ready to submit the ticket

Tickets - New Item

Attach File

Requester Details

Requester*

Nunez Soto, Andres x

Requester Email

anunezso@Central.UH.EDU

Requester Phone

713-743-5349

Requester Department

Dean, Engineering

Faculty Member

(None) 🔍 ✕
Students: Required field for requests (Hardware & Software) related to UH provided systems

Ticket Details

Subject*

Setting up a printer

Category

Mac Support ▼

Issue Type

Printer Support ▼

Ticket Description

Description

(inherited font) ▼ (inherited size) ▼ B I U abc


☰ ☲ ☱ ☴ ☵ ☶ ☷ ⌂ ↺ ↻ 🖼️ 📄

A ▼ 💧 ▼ 🖨️ ×₂ ×² 📊 </> Format ▼ ✎ 📁 🖼️

Description here...

Attachments

Select files...



Cullen College of Engineering Ticketing System

2C. Opening A Support Ticket (Students)

- Students will need to fill out the following fields.
 - Faculty
 - Subject
 - Issue Type
 - Description
 - Attachments (optional)
 - Click “Save” once you are ready to submit the ticket

Tickets - New Item

Attach File

Requester Details

Requester*

Nunez Soto, Andres x

Requester Email

anunezso@Central.UH.EDU

Requester Phone

713-743-5349

Requester Department

Dean, Engineering

Faculty Member

(None) 🔍 ✕
Students: Required field for requests (Hardware & Software) related to UH provided systems

Ticket Details

Subject*

Setting up a printer

Category

Mac Support ▼

Issue Type

Printer Support ▼

Ticket Description

Description


(inherited font) ▼ (inherited size) ▼ B I U abc

 ▼ ▼ ×₂ ×² Format ▼

Description here...

Attachments

Select files...



Save Cancel

Cullen College of Engineering Ticketing System

3. Viewing My Tickets

- Your new ticket will be available in the “My Tickets” section of the customer portal.
- Navigate to your tickets home page by following this [link](#).

The screenshot displays the top navigation area with two red headers: "ETS Groups" (with a subtext "Please select a group to create a support request.") and "Quick Links" (with a subtext "Use the following links to quickly navigate to frequently used items"). Below these are six colored buttons for support groups: Mac Support (grey), Linux Support (red), Windows Support (blue), Computing Lab Sup... (green), Website Support (purple), and a missing button. To the right are four quick link buttons: UIT Quick Start Guides, UH VPN & FULL-VPN, Security Information, and Getting Your Software. Below these is the "My Tickets" section, which includes a "List Settings" gear icon, a table of tickets, and a pagination bar. The table has columns for Case Id, Subject, Category, Issue Type, Requester, Request Status, and Assigned Staff. A single ticket is listed with Subject "Printer Setup", Category "Windows Support", Issue Type "Printer", Requester "Nunez Soto, Andres", and Request Status "Unassigned". The pagination bar shows "Page 1 of 1" and "10 items per page".

4A. How to edit an existing ticket.

- Select the newly created ticket from the “My Tickets” section.
- Click on “edit” to edit the ticket.


The screenshot shows the "My Tickets" section with a "List Settings" gear icon. A table lists tickets with columns for Case Id, Subject, Category, Issue Type, Requester, Request Status, and Assigned Staff. A single ticket is listed with Subject "Printer Setup", Category "Windows Support", Issue Type "Printer", Requester "Nunez Soto, Andres", and Request Status "Unassigned". The "Printer Setup" text is highlighted with a black box. Below the table is a pagination bar showing "Page 1 of 1" and "10 items per page". Below the pagination bar is a toolbar with three buttons: "Edit" (highlighted with a black box), "Delete", and "Close". Below the toolbar is the "Ticket Details" section, which displays the following information: Case Id: 82, Subject: Printer Setup, Requester: Nunez Soto, Andres, Category: Windows Support, Issue Type: Printer. Below the "Ticket Details" section is the "Ticket Description" section, which displays the following information: Description: Description here....., Work Log: .

Cullen College of Engineering Ticketing System

4B. Editing & Updating Existing Tickets (Customer Portal)

- You can now add additional attachments & notes to the ticket.
- Click on “Save” once complete.

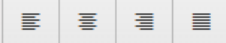



Tickets - Printer Setup












 Attach File

Add Comments

Work Log

(inherited font) (inherited size) **B** *I* U abc


A        Format    

Additional comments here....

☒ Save ☐ Cancel

4C. Editing & Updating Existing Tickets (Email)

- Another way to update or reply to a ticket is by using your email client.
- Open your Outlook client or navigate to portal.office.com and sign in with your cougar net ID.
- Find the email ticket your ticket ID and update / reply as needed to our support email ccoosupport@uh.edu which automatically appends this update to your existing ticket created earlier.

 Send

To... ccoosupport@uh.edu

Cc...

Subject RE: Unassigned - Printer Setup - TicketID: 82

Reply or Update your ticket here....

From: Svc-CC-COE

Sent: Tuesday, May 18, 2021 9:44 AM

To: Nunez Soto, Andres <anunezso@Central.UH.EDU>

Subject: Unassigned - Printer Setup - TicketID: 82

[Click here to see more details](#)

Auto Reply on ticket assignment: Your ticket has been assigned to

Printer Setup

Category: Windows Support

Issue Type: Printer




Description:
Description here.....

Cullen College of Engineering Ticketing System

5. Viewing Your Ticket Status (Work Log)

- A work log will be generated as the ticket is updated.
- To view your work log, open your ticket from the “My Tickets” section.
- The Work log will show in the bottom of the ticket and will provide updates.

Tickets - Printer Setup

 Edit  Delete  Close

Ticket Details

Case Id

82

Subject

Printer Setup

Requester

☐ Nunez Soto, Andres

Category

[Windows Support](#)

Issue Type

[Printer](#)

Ticket Description

Description

Description here.....

Work Log

☐ **Nunez Soto, Andres** (05-18-2021 10:10 AM)

Additional comments here....

6. Closing a Resolved Ticket.

- Resolved tickets are closed by the assigned staff and will include detailed work logs regarding the resolution of the issue.
- You can find your ticket in the “My Tickets” section of the customer portal.