

# Remedy Web Submit Application Help

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The Remedy Web Submit Application was developed to allow Fayetteville State University customers the ability to submit technical support tickets to the Campus Help Desk. This application will also allow you to review existing open and solved tickets.

There are two versions of the application:

1. **Authenticated Web Submit** - Select this option to obtain full access to the Web Submit application. Network/Email account login is required.
2. **Non-Authenticated Web Submit** - Select this option only if you do **not** have access to your Network/Email account or password. This version of the application will only allow you to submit new tickets.

## Authenticated Web Submit Walkthrough

1. Select your Campus – You will select Fayetteville State University from this drop down in order to access the application.

Fayetteville State University  
Information Technology and Telecommunications Services

FSU Home → ITTS → ITTS Units

- Home
- About ITTS
- ITTS Units
- Policies
- Services
- Support
- Smart Classrooms
- Training
- Forms
- Staff
- Residential Services

### Please Login to Continue

To proceed with the login process, please select your campus from the options below.

Select Your Campus:

Fayetteville State University

Remember My Selection

Submit

2. Log in to FSU Single Sign On server – You will log in with your Email/Network username and password.

Information Technology and Telecommunications Services

FSU Home → ITTS → ITTS Units

Home  
About ITTS  
ITTS Units  
Policies  
Services  
Support  
Smart Classrooms  
Training  
Forms  
Staff  
Residential Services

**FAYETTEVILLE**  
STATE UNIVERSITY™

A Constituent Institution of The University of North Carolina

UserID:

Password:

Forgot Your Password? Unable to Login? [Click Here](#) for assistance.

3. Home Page: This is the main section of the application, from this page you will be able to:
  - a. Submit New Tickets
  - b. View Open Tickets – With the ability to contact the group working on the ticket

c. View Solved Tickets

The screenshot displays the ITTS Home Page for Fayetteville State University. At the top, a blue header contains the university logo and the text "Information Technology and Telecommunications Services". Below the header, a breadcrumb trail reads "FSU Home → ITTS → ITTS Units". On the left, a vertical blue navigation menu lists: Home, About ITTS, ITTS Units, Policies, Services, Support, Smart Classrooms, Training, Forms, Staff, and Residential Services. In the top right corner, there is a "Log Out" button and links for "Home", "About", and "Contact". The main content area features a light blue banner with the text "Home Page. Remedy Web Submit" and "Welcome Clara Oswin Oswald!". Below the banner, a section titled "Please select one of the following:" contains three numbered options: 1. New Ticket (with a link to create a new ticket), 2. Open Tickets (with a link to view open tickets), and 3. Solved Tickets (with a link to view solved tickets). At the bottom of the page, a footer indicates "© 2013 - Remedy Web Submit Application".

4. New Ticket – You will need to select a Primary Support Option before any other options appear on screen. Once you select the appropriate Type of Help Needed selections, relevant questions will appear on the Problem Description section.

Make sure you provide all required information.

FAYETTEVILLE STATE UNIVERSITY  
Information Technology and Telecommunications Services

FSU Home → ITTS → ITTS Units Log Out

Home About Contact

**Submit a Request for Help 24 hours a day via this online request form. Resolution times may vary since some technical groups only work business hours.**

**Your Contact Information:**  
Update your phone or email if necessary, if any other information is incorrect please make sure to include it in the Problem Description.

**Name:** Clara Oswin Oswald  
**Department:** Department of Greek Studies  
**Location:** h.l. cook  
**Email: \***   
**Phone: \***

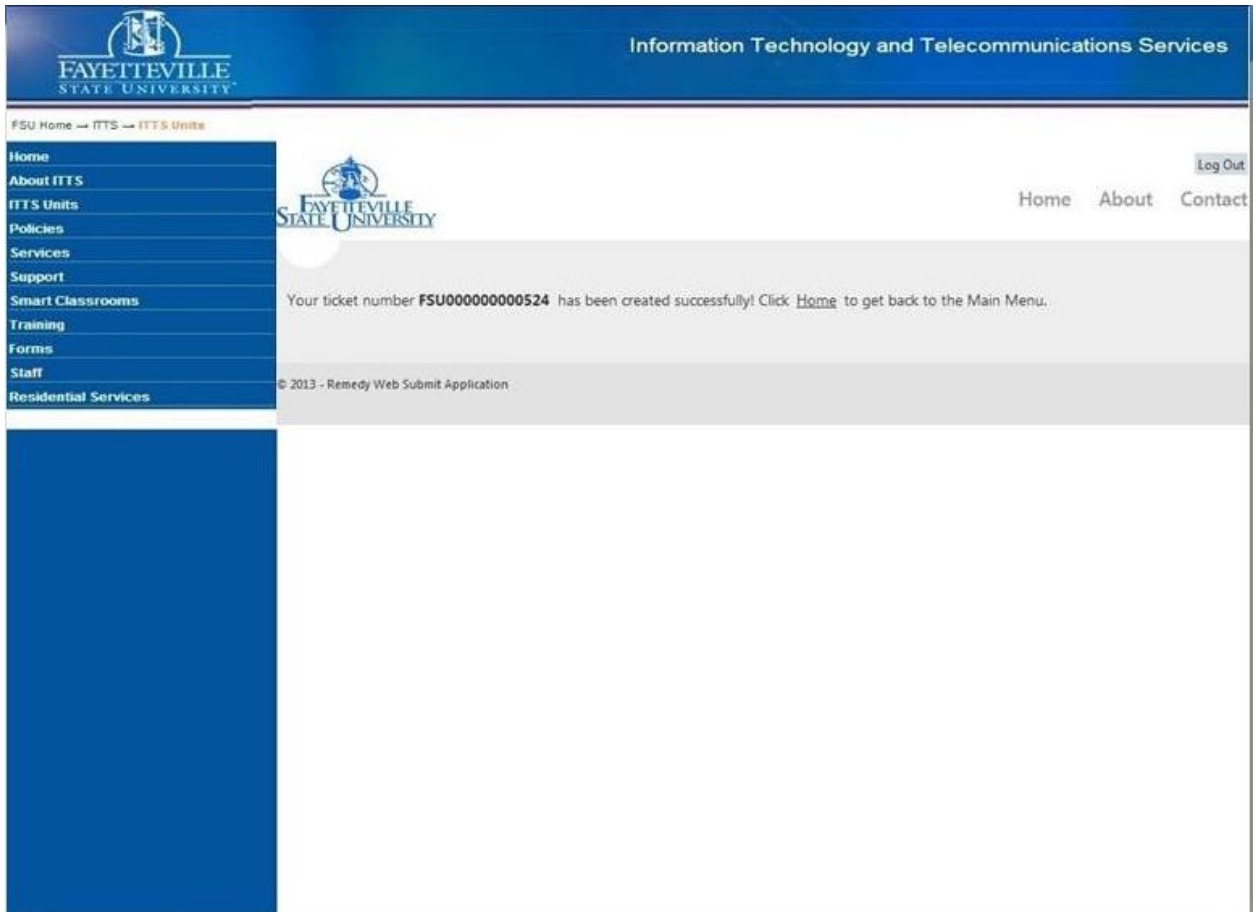
**Select a Primary Support Option:**  
General Campus IT Support ▾

**Type of Help Needed:**  
Blackboard Issue ▾  
01. Log in error ▾

**Problem Description:**  
Please provide the following information:

- 1) Are you able to get to the Blackboard gateway page at <http://blackboard.unc.edu>?
- 2) What username did you use?

5. Confirmation screen



6. Open Tickets – You will be able to view all your open tickets in this section, you can sort by any of the column headers and clicking on the ticket number will

allow you to view more details regarding that ticket.

The screenshot shows the Fayetteville State University Information Technology and Telecommunications Services (ITTS) portal. The header includes the university logo and the text "Information Technology and Telecommunications Services". A navigation menu on the left lists various services like Home, About ITTS, and Support. The main content area displays "You have 3 Open Tickets" and provides a table of these tickets. Each ticket entry includes a ticket number, the assigned group (ITS-HELP), a short description, and the status (Assigned).

Ticket	Group	Person Short Desc	Status
<a href="#">FSU000000000522</a>	ITS-HELP	Blackboard Issue	Assigned
<a href="#">FSU000000000523</a>	ITS-HELP	Network Issue	Assigned
<a href="#">FSU000000000524</a>	ITS-HELP	Blackboard Issue	Assigned

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7. Open ticket – You will be able to review the ticket. You can also contact the group assigned to this ticket by sending them an email from within the

application.

The screenshot shows the ITTS (Information Technology and Telecommunications Services) website for Fayetteville State University. The page features a blue header with the university logo and the text "Information Technology and Telecommunications Services". A navigation menu on the left lists various services, and a "Log Out" button is in the top right. The main content area displays a "Ticket View" for ticket # FSU000000000522, created on 2/6/2013 at 7:43:57 PM. The ticket is assigned to the "ITS-HELP" group. The description is "Blackboard Issue" with a client problem description of "01. Log in error". A work log entry from 2/6/2013 at 2:43:57 PM details a request for information regarding a Blackboard gateway page login issue.

Information Technology and Telecommunications Services

FSU Home → ITTS → ITTS Units Log Out

Home About Contact

### Ticket View

**Ticket #:** FSU000000000522

**Create Date:** 2/6/2013 7:43:57 PM

**Status:** Assigned

**Group Assigned:** ITS-HELP

**Person Assigned:**

**Short Description:** Blackboard Issue

**Client's Problem Description:** 01. Log in error

**Work Log:** (Click and drag the bottom-right hand corner of the worklog to expand it)


2/6/2013 2:43:57 PM:websubmitnet::Please provide the following information:

- 1) Are you able to get to the Blackboard gateway page at <http://blackboard.unc.edu>?
- 2) What username did you use?
- 3) What error message did you receive after submitting your

[Click here to contact the Support Group assigned to this ticket](#)




8. Contact Group Assigned – You can send a message to the group assigned to this ticket from this page.

 Information Technology and Telecommunications Services

FSU Home → ITTS → ITTS Units Log Out

[Home](#) [About ITTS](#) [ITTS Units](#) [Policies](#) [Services](#) [Support](#) [Smart Classrooms](#) [Training](#) [Forms](#) [Staff](#) [Residential Services](#) Home About Contact



**Fill out this form to contact the Support Group assigned to this ticket:**

Please make sure your contact information is correct:

**Name: \*** Clara Oswin Oswald

**Email: \***

**Phone: \***

**Ticket Number: \*** FSU000000000524

**Comments:**

Note: Your email may bounce back if the Remedy Group you are trying to contact is using a dosed email list. In this case, please contact the Help Desk and have them update the ticket manually.

## 9. Confirmation

FAYETTEVILLE STATE UNIVERSITY

Information Technology and Telecommunications Services

FSU Home → ITTS → ITTS Units

Home  
About ITTS  
ITTS Units  
Policies  
Services  
Support  
Smart Classrooms  
Training  
Forms  
Staff  
Residential Services

FAYETTEVILLE STATE UNIVERSITY

Log Out

Home About Contact

Your email was submitted successfully! Click [Home](#) to get back to the Main Menu.

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10. Solved Tickets – You can view all your solved tickets here. You can click on a ticket number to view more details.

The screenshot shows the ITTS (Information Technology and Telecommunications Services) portal for Fayetteville State University. The page features a blue header with the university logo and the text "Information Technology and Telecommunications Services". Below the header, there is a navigation menu on the left with links for Home, About ITTS, ITTS Units, Policies, Services, Support, Smart Classrooms, Training, Forms, Staff, and Residential Services. The main content area displays "You have 1 Solved Tickets" and provides a table of ticket information. A "Log Out" button is visible in the top right corner, and "Home", "About", and "Contact" links are located below the university logo.

Information Technology and Telecommunications Services

FSU Home → ITTS → ITTS Units

Log Out

Home About Contact

### You have 1 Solved Tickets

Click on any ticket number to view the ticket

Ticket	Group	Person	Short Desc	Status
<a href="#">FSU000000000524</a>	ITS-HELP	esna	Listserv	Successfully Resolved

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11. Solved Ticket - You will be able to review the ticket.

The screenshot shows the Fayetteville State University Information Technology and Telecommunications Services (ITTS) website. The header includes the university logo and the text "Information Technology and Telecommunications Services". A navigation menu on the left lists various services like Home, About ITTS, ITTS Units, Policies, Services, Support, Smart Classrooms, Training, Forms, Staff, and Residential Services. The main content area is titled "Ticket View" and displays the following information:

- Ticket #:** FSU000000000524
- Create Date:** 2/7/2013 4:35:06 PM
- Status:** Successfully Resolved
- Group Assigned:** ITS-HELP
- Person Assigned:** eslna
- Short Description:** Listserv
- Client's Problem Description:** 01. Log in error
- Work Log:** (Click and drag the bottom-right hand corner of the worklog to expand it)

The work log entry for 2/7/2013 11:35:06 AM reads: "websubmitnet::Please provide the following information:" followed by a list of three questions:

- 1) Are you able to get to the Blackboard gateway page at <http://blackboard.unc.edu>?
- 2) What username did you use?
- 3) What error message did you receive after submitting your [username and password](#)?

## Non-Authenticated Web Submit

You will be able to submit requests through this version of the application, however if you need to update or review an existing request you will need to use the Authenticated

Web Submit or call the Help Desk.

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Submit a Request for Help 24 hours a day via this online request form. Resolution times may vary since some technical groups only work business hours. Contact the Help Desk by phone if this is a critical/urgent issue.

Fill out your Contact Information(All fields are Required):

First Name:

Last Name:

Email:

Phone:

Department:

Location:

Select a Primary Support Option:

Banner

Type of Help Needed:

Banner ID Issue

01. Log in error

Problem Description:

Please describe your problem:



Submit