

## How and When to Request Support From OIT

If you are experiencing any computer or network related issues, navigate to the url below to open a ticket with OIT.

<https://desktopsupport.colorado.edu/servicerequest/index.php/site/login>

Our OIT support team can also provide additional assistance, such as the services listed below, for faculty and staff within CMCI. The same procedures for opening a ticket can be used for these requests.

1. Printer installation and configuration
2. Network storage support
3. Hardware and software purchases
4. Email configuration
5. Training

If your request is urgent, or if you are not receiving a response to your ticket, call 5-HELP (5-4357) and reference your ticket number.

If you would like to learn more, or see a complete list of services available, visit <http://www.colorado.edu/oit/>.