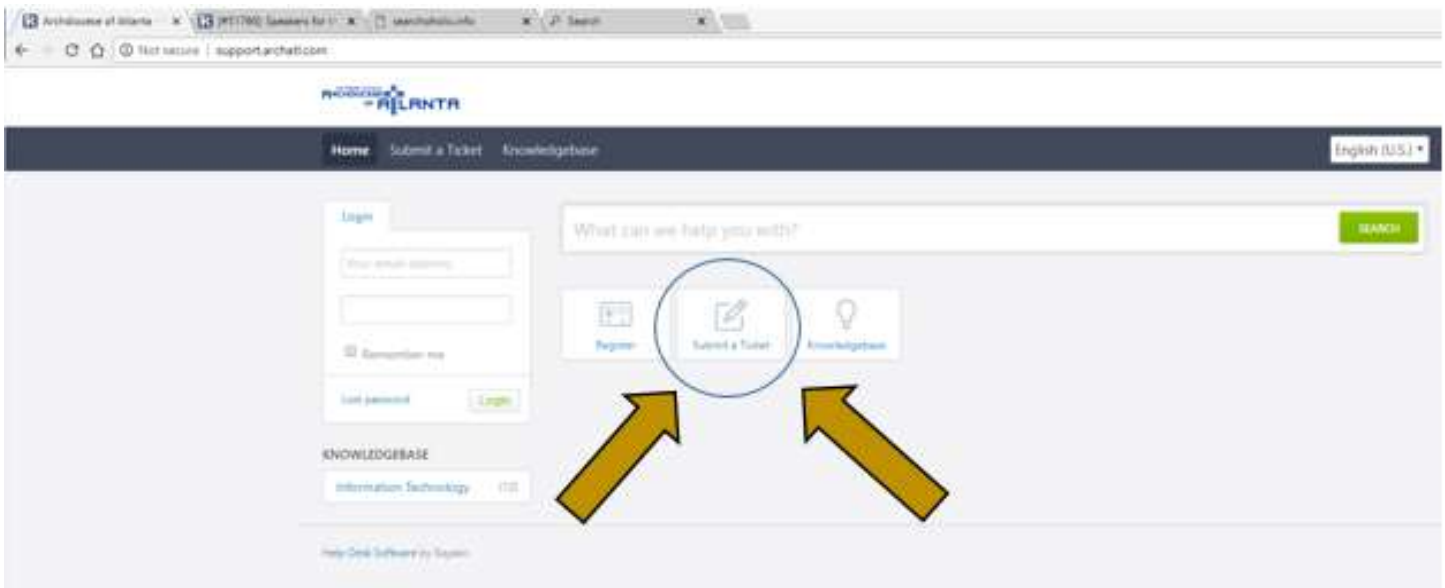


# How to Submit a Ticket with IT Help Desk

## Step 1: Navigate to the web page

Open a web browser and go to [support.archatl.com](http://support.archatl.com) and click "Submit a Ticket"



## Step 2: Select a department

Select “Information Technology” from the list and select an appropriate subcategory.

- If none of them apply just select “Information Technology” and click next.

If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

**Departments**

- Archives and Records
- Facilities
- Human Resources
- Information Technology
  - Email
  - Hardware
  - Lifecycle
  - Loaner
  - Phones
  - Purchase LP
  - Purchase Parish
  - Software
  - Neon
  - Formation Notebook
- PISys
- Communications

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For technical support, please contact the IT Helpdesk:

**Email:** [support@archat.com](mailto:support@archat.com)

**Phone:** 404.920.7450

Published: 6/26/2018  
To be Revised: 6/26/2019

## Step 3: Fill out the ticket

Fill every field of the form to the best of your ability.

- Be as specific as possible
- Attach photos, screenshots, or other documents if necessary

Your ticket details

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If you are reporting a problem, please remember to provide as much information that is relevant to the issue as possible.


**General Information**

First and Last Name	John Doe
Email	jdoe@archatl.com

**Your Message**

Subject	Broken Computer
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My computer in room 101N is broken. Please fix it.

Attach Files [ Add File]

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## Step 4: Submit your Ticket

Click submit and wait for a response

- Make sure you get this screen
- Make sure to record your Ticket ID
- Response time may vary based on severity of the problem but we will always respond as soon as possible.

Your request has been received

We have received your request and our team will get back to you shortly. You can log in to the helpdesk to review the status of your request, or check your email for further updates.

### General Information

Ticket ID	#51831
First and Last Name	John Doe
Email	jdoe@archatl.com
Type	Issue
Priority	Low

### Subject: Broken Computer

My computer in room 101N is broken. Please fix it.

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