How to Enter a Support Ticket

1. To create a support request, visit support.appstate.edu, and click Create a Support Request on the left under Contact Support. Or visit tech.appstate.edu directly.
2. You will be prompted to sign in, using your App State account and password to submit a ticket.
3. On the App State Technology Service Desk page, you will have the option to submit requests for specific types of assistance such as:
   - Account Assistance - Getting logged into your account or a specific service.
   - Computer Assistance - Help with your university-managed computer.
   - Printing Assistance - General printing issues, Sharp Copier, or Lab printing issues.
   - DUO Support Request - Help with Duo Two-Factor Authentication.
   - Google Assistance Request - Help with a Google account or Google Workspace product.
   - M: or P: Drive / uStor Access - Request changes to access to your departmental or personal drive.
   - AsULearn Request - Request assistance with an AsULearn course as a teacher, student, or other role.

Computer Assistance Example Support Request

For help with issues regarding your university-managed computer.

1. Click Computer Assistance.
2. Enter your name in the box that says **Raise this request on behalf of**.

![Image](https://via.placeholder.com/150)

If you are looking to order a computer, please see our IT Standard Purchase standard.

**If you need assistance with a personally-owned computer,** please visit our Technology Support Center on the bottom floor of Anne Belk Hall, or call 828-262-6266 (Option 2).

Raise this request on behalf of

- Elle Smith

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3. In the **Summary** box, provide a brief summary of your issue (e.g. “I can’t connect to the Internet.”)

<table>
<thead>
<tr>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide a brief summary of your problem. This will help us support you more quickly.</td>
</tr>
</tbody>
</table>

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4. In the **Description** box, go into detail about your issue, providing any relevant context that can help ITS in resolving your issue.

![Description](https://via.placeholder.com/150)

Tell us, in depth, about the issue that you are having. Be as descriptive as possible, as this will help us expedite your request.

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5. Enter a **Preferred Contact Number** where you can be reached.

<table>
<thead>
<tr>
<th>Preferred Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the best number to call when trying to schedule an appointment?</td>
</tr>
</tbody>
</table>

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6. Under **Building**, there are two drop-down menus. In the left drop-down menu, choose your location first (Main Campus, Off-campus, Residence Hall, Hickory), then a list of buildings will populate in the second drop-down menu.

For the **Hickory Campus**, choose Hickory as the location, then in the second drop-down, select your building on the Hickory Campus.
6. Enter a **Room Number** where you or your computer can be located.

7. Click **Create** to submit your request.

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