CARTS Helpdesk

How to submit helpdesk ticket?

CARTSAdmin - 2022-10-06 - General

Submitting a Helpdesk Ticket

There are multiple ways to submit a ticket

Simplest way is to send email to cartssupport@lsu.edu with Full Name, Title, Email ID, Agency, Contact Number, Fax Number and other relevant detailed information to understand your support type and assign you to right resources

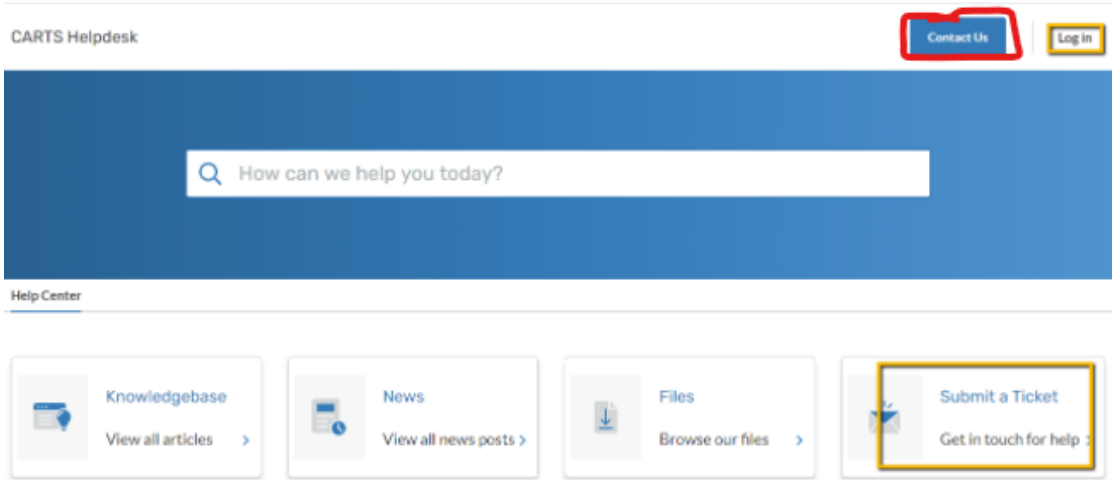
Note: You will receive ticket confirmation email once your ticket is accepted. First time users may receive a validation email, Please click on the link to validate that you are not spambot

Or

1. Open any browser and navigate to https://cartshelpdesk.lsu.edu

2. On the home page you can navigate to different sections like Knowledgebase , News, Files, Submit a tickets. Some sections might need authentication depending on the user settings.

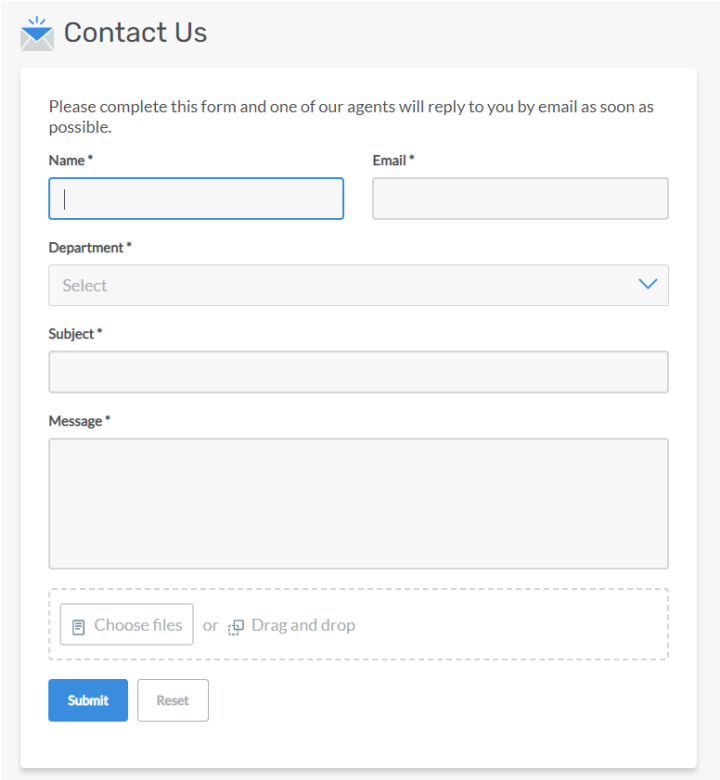
3. To submit a ticket, click on "Submit a ticket" or "Contact Us" as shown in the below image. You can also login if you know your login information.



Note:- Internal(CARTS Staff) users can use your email id and

active directory password to login to this helpdesk. External Users you do not have a login account, Please email us at cartssupport@lsu.edu with Full Name, Title, Email ID, Agency, Contact Number, Fax Number or any other relevant information to understand your support type and assign you to right resources.

4. On the ticket page or Contact us page, please fill in the fields with as much information as possible to help us address the issues, any file attachments etc. and click Submit



6. An auto confirmation email with ticket reference number will be sent to your email address on your profile. First time users please check your inbox and other folders in your email.

Note: Please add cartssupport@lsu.edu to safe senders list, so the emails will not go to junk email.