

# CARTS Helpdesk

Knowledgebase > General > How to submit helpdesk ticket?

## How to submit helpdesk ticket?

CARTSAdmin - 2022-10-06 - General

### Submitting a Helpdesk Ticket

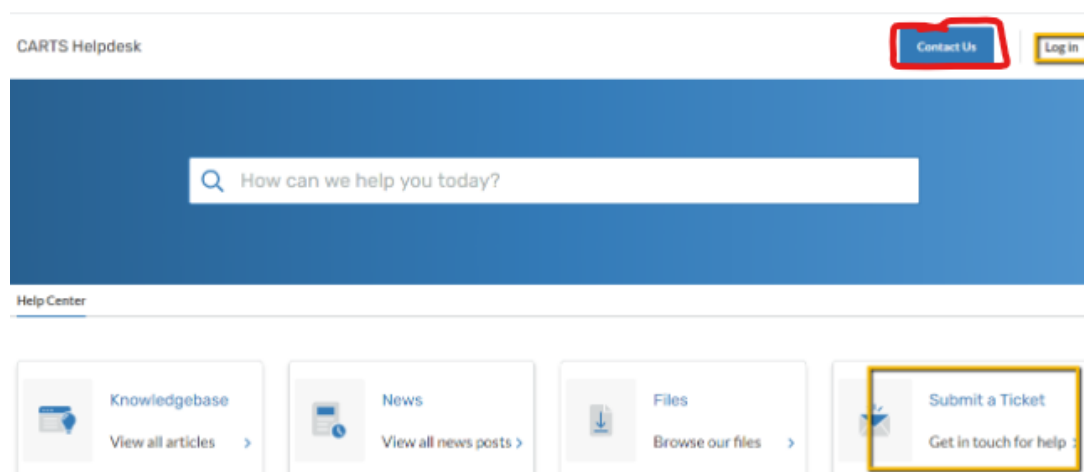
#### **There are multiple ways to submit a ticket**

Simplest way is to send email to [cartssupport@lsu.edu](mailto: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**

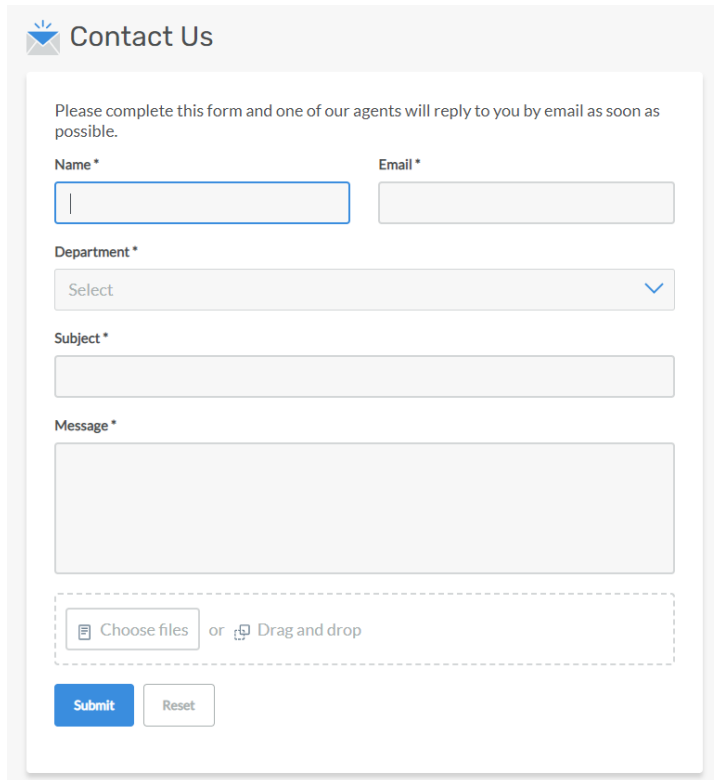
1. Open any browser and navigate to <https://cartshelpdesk.lsu.edu>
2. On the home page you can navigate to different sections like Knowledgebase , News, Files, Submit a tickets. Some sections might need authentication depending on the user settings.
3. To submit a ticket, click on "Submit a ticket" 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](mailto: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



The image shows a 'Contact Us' form with a header icon of an envelope and the text 'Contact Us'. Below the header, a message states: 'Please complete this form and one of our agents will reply to you by email as soon as possible.' The form contains the following fields: 'Name \*' (text input), 'Email \*' (text input), 'Department \*' (dropdown menu with 'Select' and a blue arrow), 'Subject \*' (text input), and 'Message \*' (large text area). At the bottom, there is a dashed box containing a 'Choose files' button and the text 'or Drag and drop'. Below this dashed box are two buttons: 'Submit' (blue) and 'Reset' (white).

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](mailto:cartssupport@lsu.edu) to safe senders list, so the emails will not go to junk email.