

CARTS Helpdesk

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How to submit helpdesk ticket?

CARTSAdmin - 2022-10-06 - [General](#)

Submitting a Helpdesk Ticket

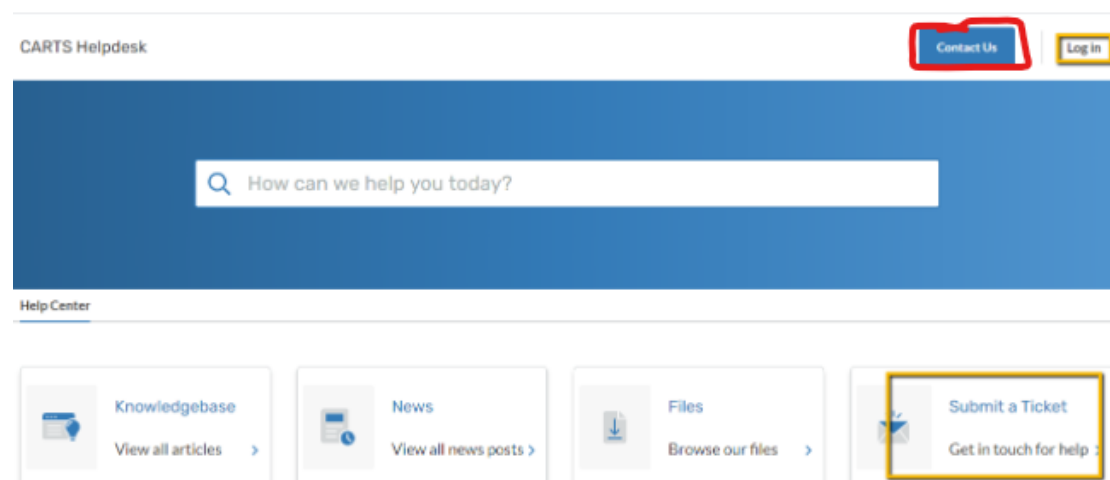
There are multiple ways to submit a ticket

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

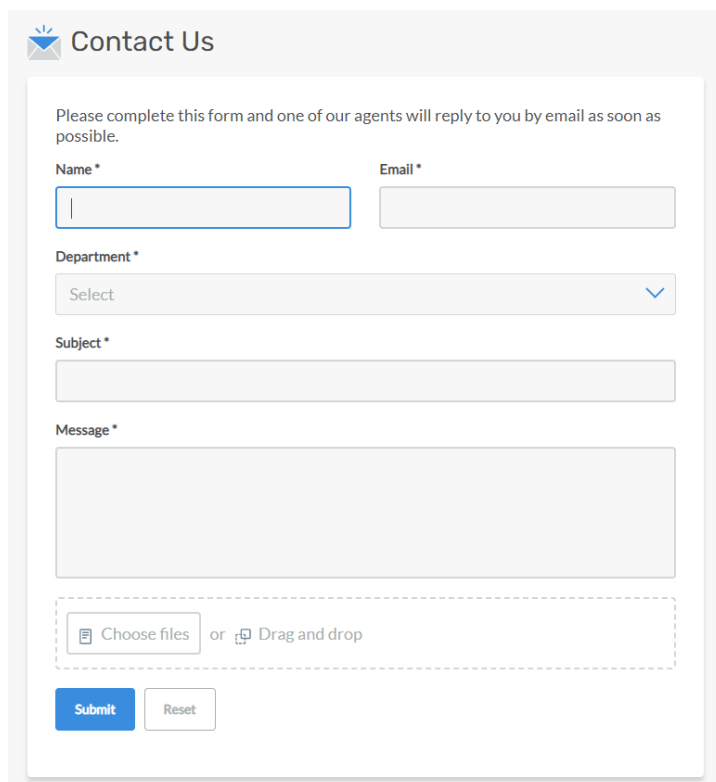
1. Open any browser and navigate to <https://cartshelpdesk.lsu.edu>
2. On the home page you can navigate to different sections like Knowledgebase , News, Files, Submit a tickets. Some sections might need authentication depending on the user settings.
3. To submit a ticket, click on "Submit a ticket"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



The image shows a 'Contact Us' form with the following fields and elements:

- Title:** Contact Us (with an envelope icon)
- Instructions:** Please complete this form and one of our agents will reply to you by email as soon as possible.
- Name ***: Text input field.
- Email ***: Text input field.
- Department ***: Dropdown menu with 'Select' and a downward arrow.
- Subject ***: Text input field.
- Message ***: Large text area for the message.
- File Upload:** A dashed box containing 'Choose files' (with a file icon) or 'Drag and drop' (with a drag icon).
- Buttons:** 'Submit' (blue) and 'Reset' (white with blue border).

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.