Creating a ticket in KACE

You can create a ticket by going to this link or by selecting Submit a Support Ticket under Tickets & Bookings or selecting **Submit Ticket** on the contact bar from the Helpdesk website



Log on to KACE and enter your myInfo myEmail username and password. Click **+New** and select a queue.



When selecting a queue please refer to our TSC services page located here.

You can view Technology Services Centre groups and what services and support each group can provide. This will help you decide what group to submit the ticket to.

Once you select a group, please fill out the required fields and add your ticket problem comments, and add any attachments if desired or requested. Once completed click **SAVE**

| | |
|---|---|
| Parent Ticket: | ☑ Unassigned |
| See Also: | ☑ None |
| Referrers: | None |
| Owners only: | ☐ |

KB article lookup: Select article to append... ▼ Filter: [ ] Show All (20/43

Comment: [ ]

Attachment: Browse... No file selected.

Save  Save & Create Child  Save & List  Cancel

If all required information was entered correctly the ticket will be submitted and the applicable group will receive it. Once you click on **Save** the page will reload and immediately generate the ticket number, this is an easy way to know if you have successfully created the ticket. You will get an email response to your email address with the ticket number. Any updates made to the ticket will also generate an email reply letting you know at all times the status of your ticket