Creating a ticket in KACE

1. You can create a ticket by going to https://supportticket.lakeheadu.ca/ Or by selecting Submit a Support Ticket under Tickets & Bookings or selecting **Submit Ticket** on the contact bar from the Helpdesk website helpdesk.lakeheadu.ca
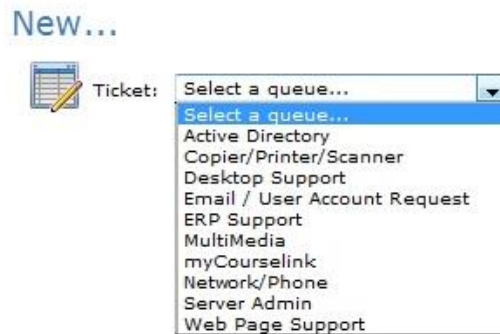
2. Log on to https://supportticket.lakeheadu.ca/ and enter your myInfo/myEmail username and password. Click **+New** and select a queue.

3. When selecting a queue please refer to our TSC services page located at:

    https://www.lakeheadu.ca/faculty-and-staff/departments/services/helpdesk/articles/about_tsc

    To view TSC groups and what services and support each group can provide. This will help you decide what group to submit the ticket to.

4. 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]

5. 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 of you have successfully created the ticket. You should receive a email response to your Lakehead email address with the ticket number.

    Any updates made to the ticket will also generate email reply's letting you know at all times the status of your ticket.