CPH OIT is now using the web-based Remedy ticket system for all IT support requests:
helpdesk.publichealth.uga.edu

CPH OIT is excited to announce our decision to move to the web-based Remedy ticket system instead of our cphoit email account for management of all CPH IT support request. This will be effective **February 1, 2015**.

The Remedy ticket system will allow you to submit your request online using your Firefox web browser by going to the URL: **helpdesk.publichealth.uga.edu**. (The Firefox pop-up blocker must be disabled.) Other browsers have been problematic when used with Remedy depending on the version including Internet Explorer, Chrome, and Safari.

Note: If you are off-campus, you must connect using the UGA VPN ([remote.uga.edu](http://remote.uga.edu)).

After your request has been submitted, you will receive an email to acknowledge your ticket request with a request ID number assigned. Using the request ID number and your email address you may log back in to the helpdesk.publichealth.uga.edu webpage and follow the status of your ticket until the ticket is closed. When the ticket is closed, you will receive an email confirming the closed status of the ticket referencing the specific request ID number.

In the event of downtime for the Remedy ticket system or if you are experiencing an emergency, you may send an email to CPH OIT at our new helpdesk email account, **cphoit@uga.edu**. For emergencies, you may also contact any of the CPH OIT staff by calling us at the following numbers:

Ben Morrison, Desktop Support (706) 296-4576
Easten Cueva, Instructional Technology (706) 338-8063
Wayne Crotts, System Administration, Network and Security Administration (706) 201-5944
Maria Cleghorne, CPH OIT Director (706) 255-7225

**How to contact the CPH OIT Helpdesk and initiate a helpdesk ticket:**

1. Open your Firefox browser. Go to the Options menu, then select the Content tab and make sure the box to block pop-up windows is unchecked.
2. In the URL bar of your Firefox browser, type helpdesk.publichealth.uga.edu and press Enter.

3. You will now see the CPH OIT Remote Support Portal window. Go to the lower portion of the screen and select, Create CPHOIT Helpdesk Ticket to enter your IT support request.

4. You will be redirected to the College of Public Health OIT Remedy login page. Please type your MyID username and password into the fields in the middle of the page and press Next.
5. You will now see the CPH OIT Remedy request form. Please fill out all fields denoted by an * and press Submit.

6. After you submit your request, you will see a confirmation window similar to the one shown. In the window, you will see a brief summary of the information you submitted.
7. You will also receive an email from cphoithelp@uga.edu to acknowledge your request and will include the request (or ticket) ID number.
How to check the status of the Helpdesk ticket:

1. Enter helpdesk.publichealth.uga.edu into your Firefox browser and press enter. Once you get to the CPH OIT Remote Support Portal window, go to the lower portion of the screen and click on the word status.

2. You will be redirected to the CPH OIT Request Lookup Screen where you should select Request Lookup.
3. In the next window, you will need to enter the request ID number and your email address to see the status of the ticket.

![Case submission form](image)

Note: Both the Request ID and your email address are required to look up a case.

Request ID: This is a 6 digit number that is included in the automatic response sent for web requests.

Email Address: This is not necessarily your UGAMail address. If you emailed us, this is the address from which the email was sent. If you filled out a web form, this is the address listed on your request.

-- Please close this window when you are finished viewing your request. --

4. After typing in the request ID number and your email address, click Search for Case. You will see the ticket information including the work log entries and status. When you have finished viewing the ticket information, you may select search again or Exit to close this window.

![Ticket information](image)