UAssist – How to Submit a Support Request

1. Visit http://uassist.arizona.edu You will need to allow pop-ups in your browser for this site.
   a. Log in with your NetID and password.
   b. If you are having issues logging in with your NetID and password, click on the link at the bottom of the page to report a problem to the 24/7 IT Support Center.

2. Choose Requester Console from the Requester Console item on the left menu.
3. Click on the **Create a New Request** button.

![Create a New Request button](image)

4. The form will auto-fill with your contact information from your NetID login. Make sure the 24/7 Support Specialist has information on the best way to contact you. If you go into the Phone field, use the format XXX-XXX-XXXX to enter your phone number.

   - Enter a short description of the problem in the **Summary** text box.
   - The **Notes** text box can be used for a more detailed description.
   - Complete the **Urgency** and **Date Required** fields. Urgency definitions are:
     - 1- Critical: Use when the issue is a complete service outage.
     - 2- High: Use for an incident that completely impacts your ability to do work.
     - 3- Medium: Use for an incident that partly impacts your ability to do work or if there is a workaround that you can use until the issue is fixed.
     - 4- Low: Use when the incident has limited to no impact on your ability to do your work.
   - You may add attachments, such as a screenshot.
   - Select **Save** and your request is submitted. You can now log out of the UAssist Requester Console by clicking **Logout** in the upper right corner.
If you have any further questions or concerns please contact the 24/7 IT Support Center at (520) 626-8324.