How and why should I submit an RT ticket request?

Why Use RT?

- The entire request, including all correspondences, is logged in one place.
- Your request can easily be transferred to the appropriate person or group on campus.
- When you email someone for support, you're dependent on that single employee's availability. With a ticket, all available employees in a group are able to assist with your request regardless of who is in or out of the office.
- Tickets allow us to log and track requests to see trends to proactively improve support.
- Tickets can be submitted 24/7. No waiting to call during business hours.

Submitting a Ticket

1. Go to http://my.umbc.edu/help
2. If you are not logged in, enter your myUMBC username and password when prompted and click Login
3. Under the search bar, select the keyword that most closely matches the area of your request.
4. After selecting a keyword, you’ll be taken to a form to submit a request to the appropriate group.
5. Fill out all required fields and click Submit to send your request.
6. You’ll receive a copy of your submitted request to your email.

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