



HOW TO CREATE AN EVENT SETUP AND SUPPORT TICKET

1. Need IT Support for a Meeting or Event on Campus? Create a UICOMP Helpdesk Ticket at least **one to two weeks prior to the event**. The ticket has a template called “Event Setup and Support.” Please be sure to use this template as it includes all of the necessary fields needed to ensure that your event is setup correctly.
 - a. Go to <https://helpdesk.peoria.uic.edu>
 - b. Change the request type to “Event Setup and Support”
 - c. Fill out all of the required fields
 - i. Subject: Title of Meeting/Event
 - ii. Request Detail: Description of Event/Calendar Details (ex: Zoom links)
 - iii. Day and time of the event (put in request details if this is a reoccurrence)
 - iv. Room(s) or Area Requested
 - v. Special Instructions:
 - What technology do you need help with?
 - ▶ AV, Microphone, Computers, Web Applications, etc
 - Any special requests for technology setup / IT Support?
 - ▶ Set up times
 - ▶ All day schedule of events (include attachments if needed)
2. Reserve an available room in Outlook
 - a. Invite cis-rm-support@listserv.uic.edu to the Calendar Event
 - b. Write the CIS Ticket# in the Calendar Invite Description
3. Click “Save.”
 - a. This will submit the ticket for CIS to schedule a tech for your event/meeting

Help Request

Request Type

Subject

Request Detail

Day and Time : am pm

Special Instructions:

Reserved in Outlook? Yes No

Room Name / no.of Machines

Carbon Copy (Cc): Enabled

Attachments