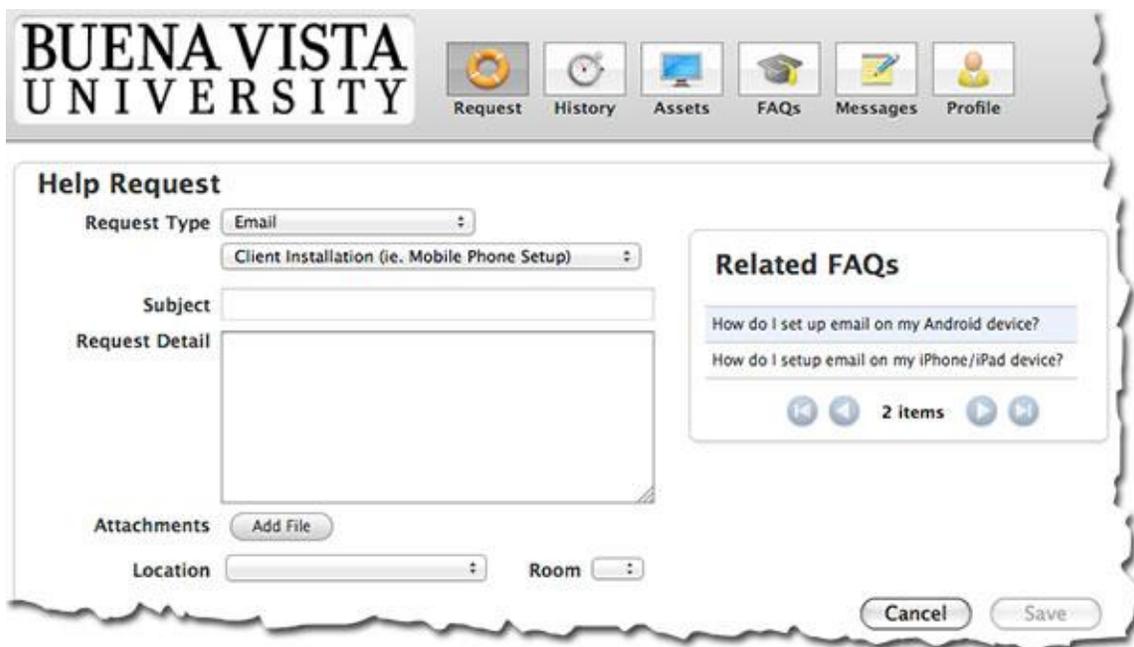


Submitting a Ticket in BVU's Web Help Desk

Instead of emailing 2Fix if you have an issue or question, please submit a ticket to the Web Help Desk. This will improve efficiency, make sure your issue/question is resolved in a timely manner, and help us keep better track of issues.

1. Log in to the Web Help Desk at <https://help.bvu.edu> with your BVU username and password (the same one you use for your BVU laptop, email, and ANGEL).
2. Select the most appropriate **Request Type** using the drop-down menu. This will route the issue to the appropriate person in Support Services.
 - a. For many of the Request Types, you will need to select a sub-category to further narrow down the issue.
 - b. Some of the Request Types will provide you with a list of "Related FAQs" on the right side. Please read the FAQs to see if they will help you resolve the issue quicker.



The screenshot shows the Buena Vista University Web Help Desk interface. At the top is the university logo and a navigation bar with icons for Request, History, Assets, FAQs, Messages, and Profile. The main form is titled "Help Request" and includes the following fields and options:

- Request Type:** A dropdown menu with "Email" selected.
- Client Installation (ie. Mobile Phone Setup):** A dropdown menu.
- Subject:** A text input field.
- Request Detail:** A large text area for describing the issue.
- Attachments:** An "Add File" button.
- Location:** A dropdown menu.
- Room:** A dropdown menu.

On the right side, there is a "Related FAQs" section with two items listed: "How do I set up email on my Android device?" and "How do I setup email on my iPhone/iPad device?". Below the list are navigation arrows and a "2 Items" indicator. At the bottom right of the form are "Cancel" and "Save" buttons.

3. Provide a short, descriptive **Subject**.
4. For the **Request Detail**, provide any specific information that will help Support Services understand the issue.
 - a. Try to include what, when, and where the issue happened.
 - b. For example, if you're having an issue with your class in ANGEL please list the class, instructor, term, and other relevant information such as what you were doing when the issue occurred.
5. If you need to attach a file (e.g., an image of your screen for others to see the issue), use the **Add File** button to browse for and select the file.
6. If your issue is related to a particular building or room on one of our campuses, please specify that with the **Location** and **Room** drop-down menus.
7. After you have filled out all the information and checked the FAQs, click the **Save** button.

You will receive a notice in your BVU email that the ticket has been created, and all updates regarding the ticket will also be sent to your email.