Manual Overview
The purpose of this instructional guide is to help you become familiar with the ticketing process at SJSU.

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1. For students, faculty and staff, navigate to the SJSU iSupport Ticket Login Menu. Then, enter your username (SJSU email address) and password. Click Login.

2. When you click the information icon, you'll be presented with your information.
3. When you click the menu icon, you'll be presented with a side menu. **This menu is not currently utilized, please use the main ticketing form.**

4. Fill in the form below with the **Reason**, **Description** and optional **Attachments**. Click **Submit**.
5. The submit successful window will appear and provide you with a ticket reference number. Click Continue.

6. After clicking continue, you will be presented a confirmation:

   Your request has been submitted.

   Thank you,
   IT Help Desk

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7. You will then receive a follow-up confirmation email from iSupport.