

How to submit an iSupport Ticket:

Depending of what type of support is requested, the appropriate url should be used.

For Desktop Support, submit request at:

<https://iSupport.sjsu.edu/Housing>

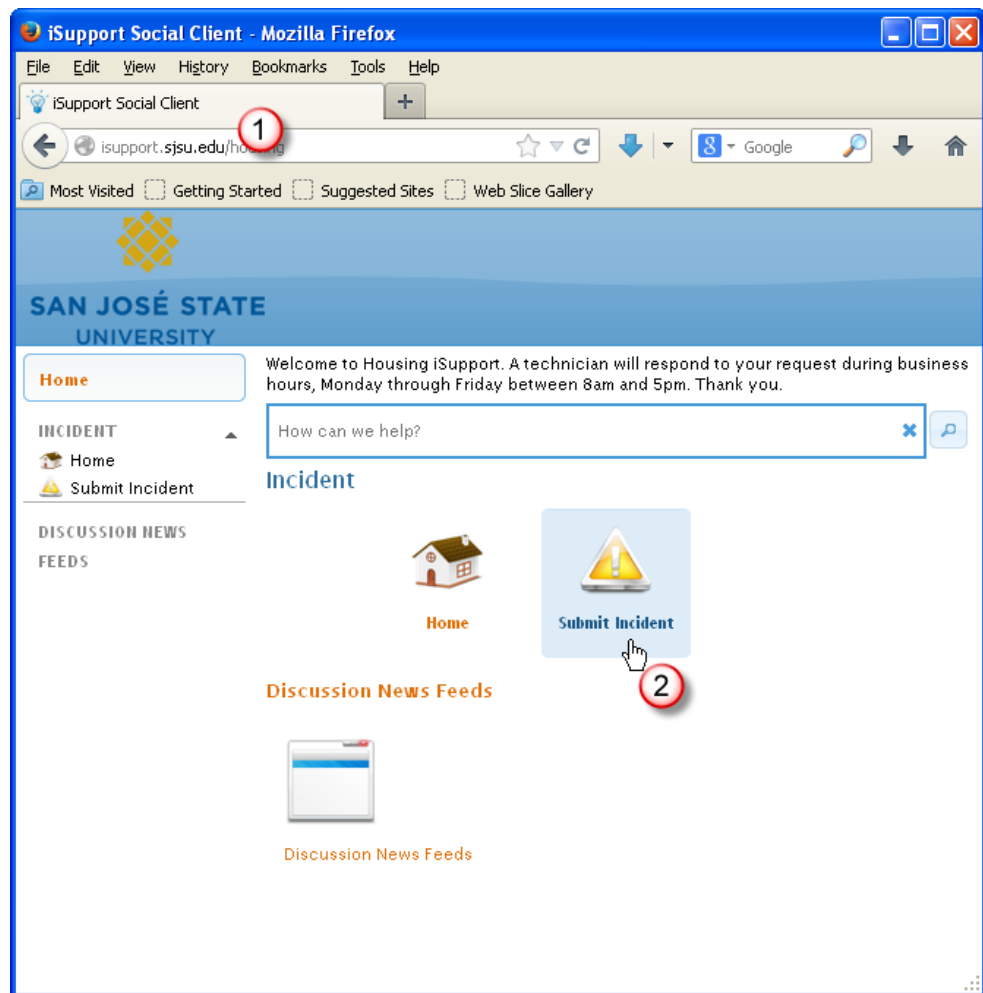
For Issue related to TV, Phone, or Internet, submit request at:

<https://iSupport.sjsu.edu/helpdesk/incident/new>

I've noticed that using Firefox browser works well with iSupport

1. Depending of what type of support is requested, navigate using Firefox to the url

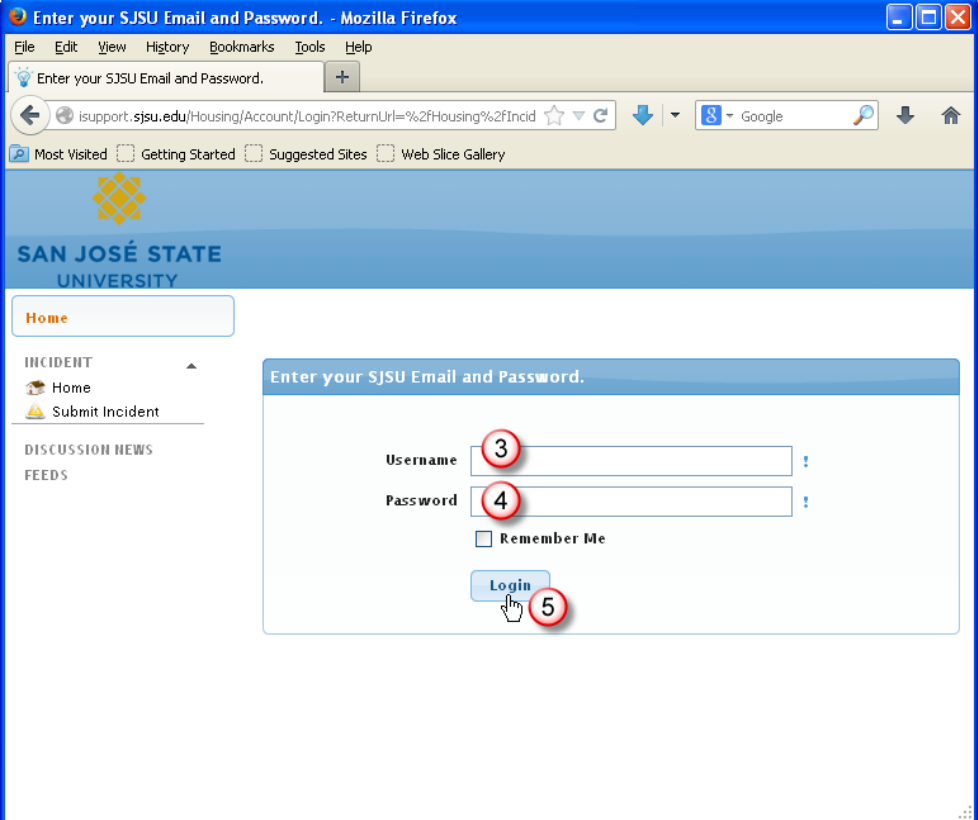
2. Click on the "Submit Incident" icon



3. For Username, enter your email address in this field.

4. Enter your SJSUOne password in this field.

5. Click "Login"



Enter your SJSU Email and Password. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Enter your SJSU Email and Password.

isupport.sjsu.edu/Housing/Account/Login?ReturnUrl=%2fHousing%2fIncid

Most Visited Getting Started Suggested Sites Web Slice Gallery

SAN JOSÉ STATE
UNIVERSITY

Home

INCIDENT

- Home
- Submit Incident

DISCUSSION NEWS

FEEDS

Enter your SJSU Email and Password.

Username

Password

Remember Me

Login

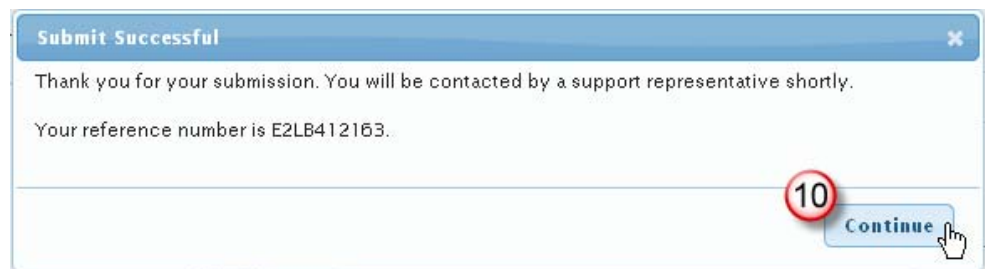
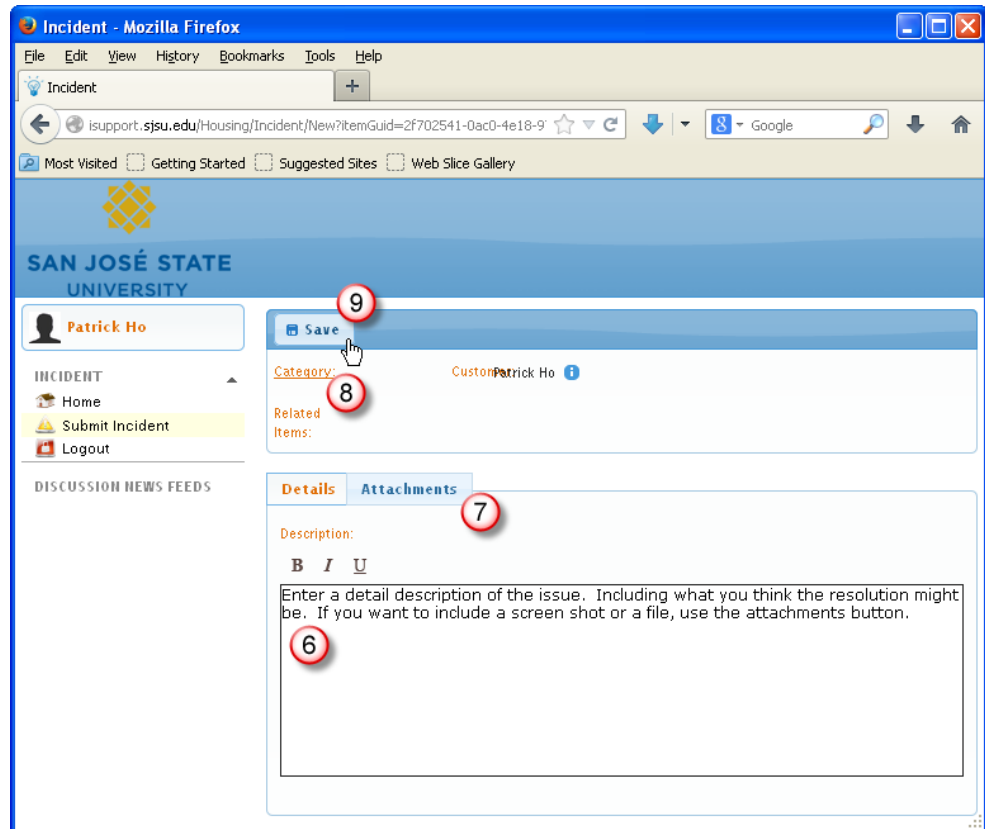
6. Enter a detail description of the issue or your request.

7. If you want to include a screenshot or a file, Click “Attachments”

8. Select a Category, you may use “Other” and iSupport folks will sort it in the appropriate category later.

9. Click the “Save” button

10. Click “Continue” to complete the process.



You should receive an email from iSupport that you have submitted the request and any follow up resolution will also be email to you.