

How do I log A ticket through the UCL Remedy Ticketing System

You can use the 'ISD Service Desk' link on your desktop to complete your request\query either in the office or when you are WFH and connected to the UCL VPN.

- Click on the following Icon on the Desktop@UCL

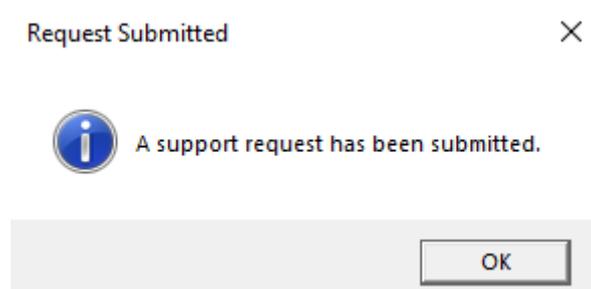


- The following screen will appear.



- Select Submit Support Request
- On the next screen is where you add the details of your query

- Summary - Add a summary add a single sentence of the query.
- Description – Add full details of the query.
- Contact phone – Adding a phone number is optional.
- Attachment – Use the 'Snipping tool' to add a screenshot.
 - Click 'Add' to add the screenshot.
 - Click 'Remove' if the screenshot is no longer needed.
- Submit – After entering all the information, click on the orange 'Submit Button'.
- After clicking on the submit button, the following screen will appear.



- A member of the service desk team will contact you soon.

If you experience problems logging a remedy ticket through the ISD self-service support tool, please use the following email +ISD.ITforSLMS-MRCCTU-Itsupport mrc-ctu-itsupport@ucl.ac.uk