Requesting LTS Help

The Tracking System: Jira Service Desk

LTS uses Jira Service Desk to track your LTS help requests. The system provides you with an easy-to-use portal for creating, updating, and checking the status of your requests.

Take a tour of Jira Service Desk

Jira Service Desk Home Screen

Note the key features of the main screen:

1. **Search bar:** So often, just a quick search can find an easy answer that you can apply immediately, by yourself, and not have to submit a request!
2. **Request Types:** The first step in finding the right person to help is picking out the kind of need you have.
3. **Previous Requests List:** Click here to see all of your previous requests, comment on their status, etc.

![Jira Service Desk Home Screen](image)

What happens next?

1. **What’s asked on the request form?**
2. **What do all these details mean?**
3. **How can I see my current and previous requests?**