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**: You may not need to submit a service request! Search the knowledge base here for answers to common questions.
2. **Request Types**: Select the request type that most closely matches your need.
3. **Previous Requests List**: Click here to see all of your previous requests, comment on their status, etc.

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?**