

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.

The screenshot shows the LTS Help Center home screen. At the top left is the LTS LIBRARY & TECHNOLOGY SERVICES logo. Below it is the text 'LTS Help Center Home' and 'Library & Technology Services Help'. A search bar is present with the placeholder text 'What do you need help with?'. Below the search bar is a 'Get help' section with a list of request types, each with an icon and a brief description. A 'Requests' button is located in the top right corner. Three numbered annotations are present: 1. An arrow points to the search bar with the text 'You can use the search bar to search for help articles—you may find the info you need and not have to submit a request!'. 2. An arrow points to the 'Faculty/staff computer & networking help' request type with the text 'Select a request type to begin creating a request. (Picking the proper request type helps LTS get your request to the person that can help you as quickly as possible.)'. 3. An arrow points to the 'Requests' button with the text 'Clicking Requests and then, My requests, allows you to see all your current and past requests'.

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?](#)