



This Quick Reference Guide (QRG) provides instructions on how to use the CSUBUY Support Portal including:

- How to Submit a CSUBUY Support Ticket & Comment
- View a CSUBUY Support Ticket
- Commenting on a CSUBUY Support Ticket

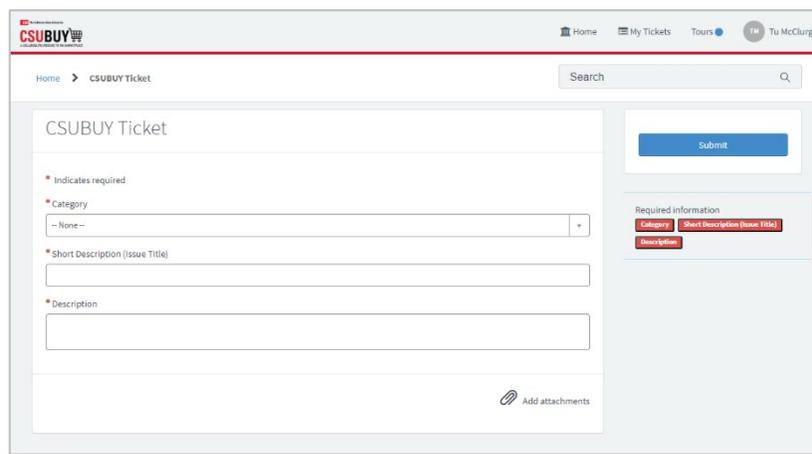
One of the ways to get help and support when using CSUBUY is to enter a support ticket. The support ticket system is powered by ServiceNow, which tracks and manages all aspects of the support.

How to Submit a CSUBUY Support Ticket & Comment

1. Navigate to the [CSUBUY Support Portal \(https://csu.service-now.com/csubuy\)](https://csu.service-now.com/csubuy).
You will land on the CSUBUY Support home page.
2. Click on **Submit a CSUBUY Ticket**.



3. Fill CSUBUY Ticket form and click **Submit**. **Note:** * (asterisk) are required fields.



4. Recommendations for entering a ticket:
 - Select the Category that best fits the issue. Scroll to see the complete list of categories.
 - Provide enough information for the support team to effectively troubleshoot the request.
 - Include specific details of the issue. Examples: name of impacted user, error message received, document number (requisition, purchase order or voucher), supplier name, campus or business unit, etc.
 - If applicable, include a screenshot as an attached file.



5. After you submit, you will be redirected to the ticket view.
 - a. **Comments:** You can leave a comment by entering your comment in the message box and click **Send**.
Note: Any communication with the CSUBUY Support Team(s) can be done here.
 - b. **Attachments:** You can also add an attachment by clicking on the paperclip icon.

The screenshot displays the CSUBUY Ticket Form interface. At the top, the CSUBUY logo and navigation links (Home, My Tickets, Tours, Tu McClurg) are visible. The main content area shows a ticket form with a message box containing the text "test". A "Send" button is highlighted with a red circle labeled "a". A paperclip icon for attachments is highlighted with a red circle labeled "b". Below the message box, a chat history shows a message from "Tu McClurg" dated "2024-04-18 15:04:57" with the subject "P2P0001065 Created". A "Start" button is also visible. On the right side, a summary panel titled "Your request has been submitted" displays the following details:

Number	P2P0001065
State	Open
Priority	4 - Low
Created	1m ago

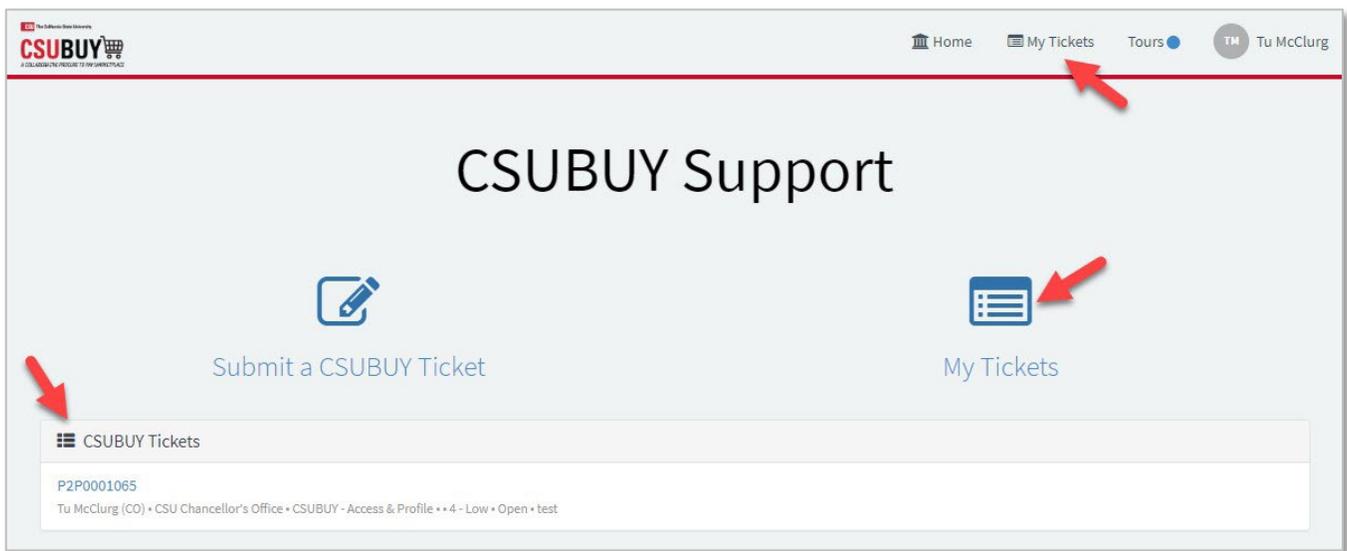
Options are available for this ticket. The Requestor is Tu McClurg (CO), and the Category is CSUBUY - Access & Profile. The Short Description (Issue Title) is "test" and the Description is "test". Below the summary panel, an "Attachments" section is shown with a "Drop files here" area.



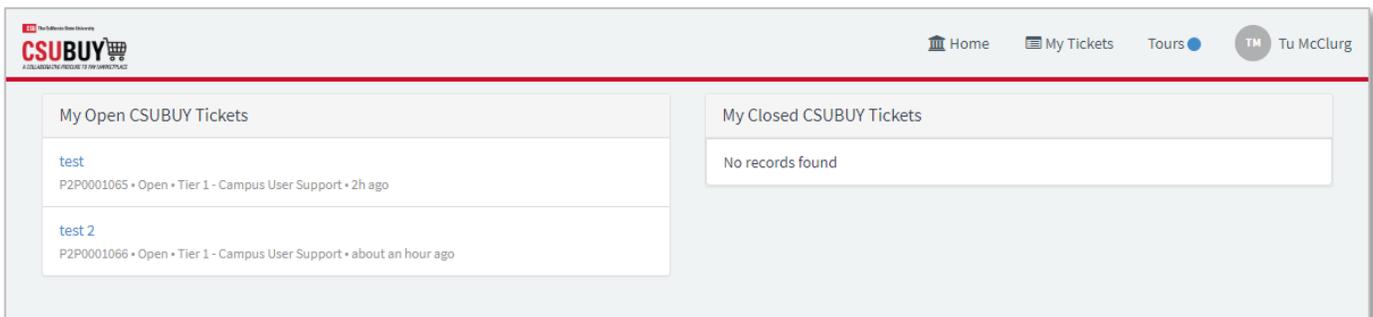
View a CSUBUY Support Ticket

There are three ways to view your submitted tickets in the CSUBUY Support Portal. The three ways include:

- My Tickets: **Top Menu Item**
- My Tickets: **Button**
- **CSUBUY Tickets Widget** (shows on the home page, and only shows open tickets for quick reference.)



Once you navigate to the My Tickets screen, you will see all your open and closed tickets.



Tip: “Tours” is a quick online help guide to show and explain features for the selected page. Tours is available for the following pages: CSUBUY Support Portal Home Page, Submitting a CSUBUY Ticket, and CSUBUY Tickets Page. Access Tours at the menu in the top right.