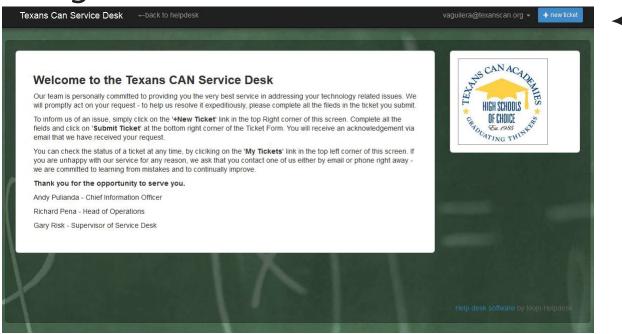
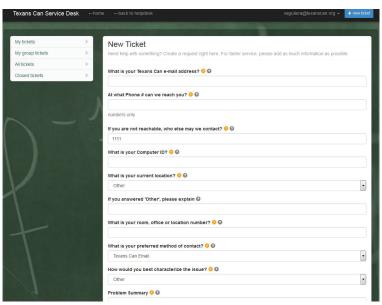


## TexansCan Service Desk (214) 944-1993

## Creating a Ticket on TexansCan Service Desk



If you have questions regarding any IT equipment, please create a ticket using your TexansCan Service Desk. Once you have navigated to the more options ikon, and selected the MOJO Helpdesk feature. A second page will open. That will your Service Desk page. On the top right you have an option for new ticket, please select this option to create tickets.



Once the new ticket has been clicked on, you will get a small questioner requesting your basic information, need, and comments. Please fill in as much as you can, as this information will assist us determining your issue. We will contact you via the e-mail, sending you question thought the ticket. All traffic can also be followed trough your e-mail. You may also receive a call from us if we require a more detailed explanation. Be sure to close, and rate all your ticket as the information obtained helps us determine the lever of service we are providing.