



TexansCan Service Desk (214) 944-1993

Creating a Ticket on TexansCan Service Desk

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Welcome to the Texans CAN Service Desk

Our team is personally committed to providing you the very best service in addressing your technology related issues. We will promptly act on your request - to help us resolve it expeditiously, please complete all the fields in the ticket you submit.

To inform us of an issue, simply click on the **'New Ticket'** link in the top Right corner of this screen. Complete all the fields and click on **'Submit Ticket'** at the bottom right corner of the Ticket Form. You will receive an acknowledgement via email that we have received your request.

You can check the status of a ticket at any time, by clicking on the **'My Tickets'** link in the top left corner of this screen. If you are unhappy with our service for any reason, we ask that you contact one of us either by email or phone right away - we are committed to learning from mistakes and to continually improve.

Thank you for the opportunity to serve you.

Andy Pulianda - Chief Information Officer
Richard Pena - Head of Operations
Gary Risk - Supervisor of Service Desk

Help desk software by Mojo Helpdesk

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 icon, 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.

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New Ticket

Need help with something? Create a request right here. For faster service, please add as much information as possible.

What is your Texans Can e-mail address?

At what Phone # can we reach you?

numbers only

If you are not reachable, who else may we contact?

1111

What is your Computer ID?

What is your current location?

Other

If you answered "Other", please explain

What is your room, office or location number?

What is your preferred method of contact?

Texans Can Email

How would you best characterize the issue?

Other

Problem Summary

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.