# How to Create a Support Request Ticket

We realize that our users may sometimes need assistance in dealing with their IT related issues. We want to minimize their frustration by offering easy ways to ask for help.

1. Create a new support request from any computer monitored or managed by CDML. *(Computer must have Internet access.)*
2. Create a new support request by logging into the [CDML User Web Portal](). *(Computer must have Internet access.)*
3. Email your support request to [notifications@cdml.com]()
4. **In an emergency**, create a new support request by calling the CDML Office at 718-393-5343. Please be ready to provide the effected computer name, username, computer location, contact details and best time for CDML staff to call back.

Create a support request from a computer managed by CDML

1. Locate the **CDML Computer Services** icon in the System Tray.
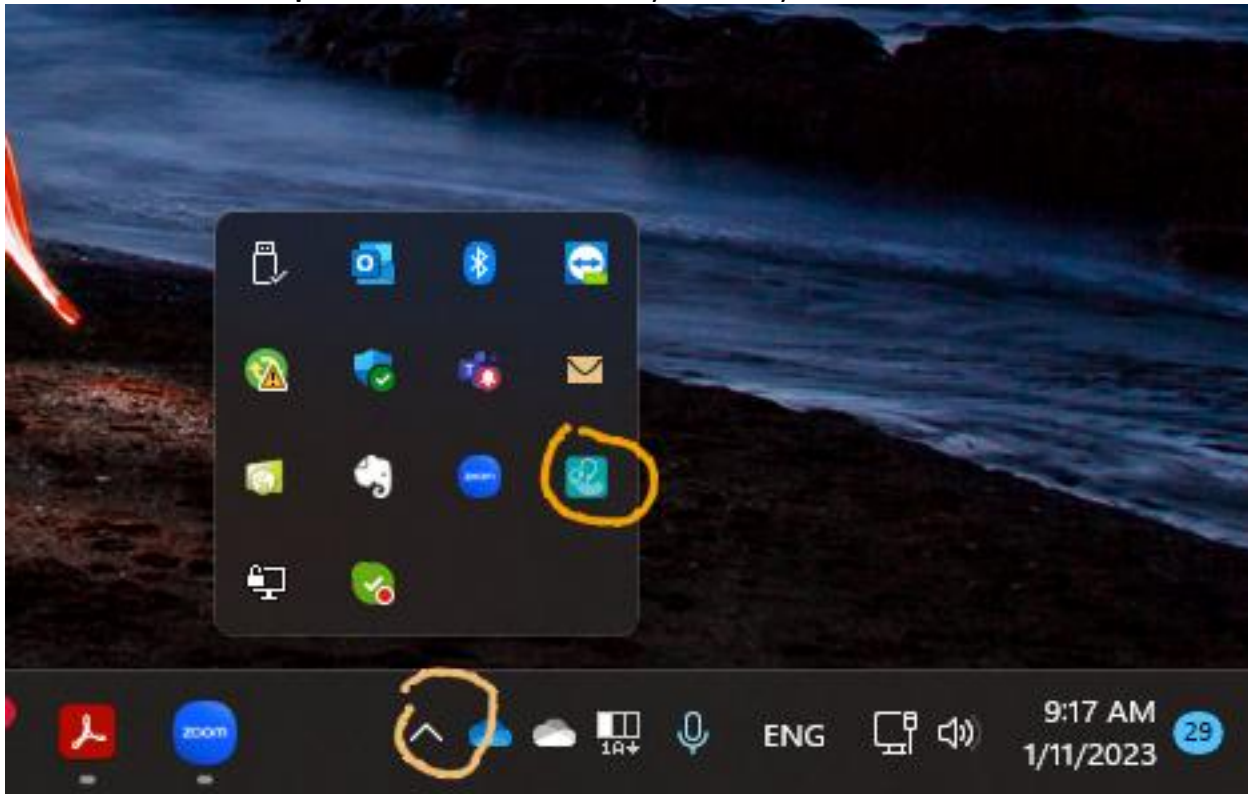
2. Right-click the CDML Computer Services icon.
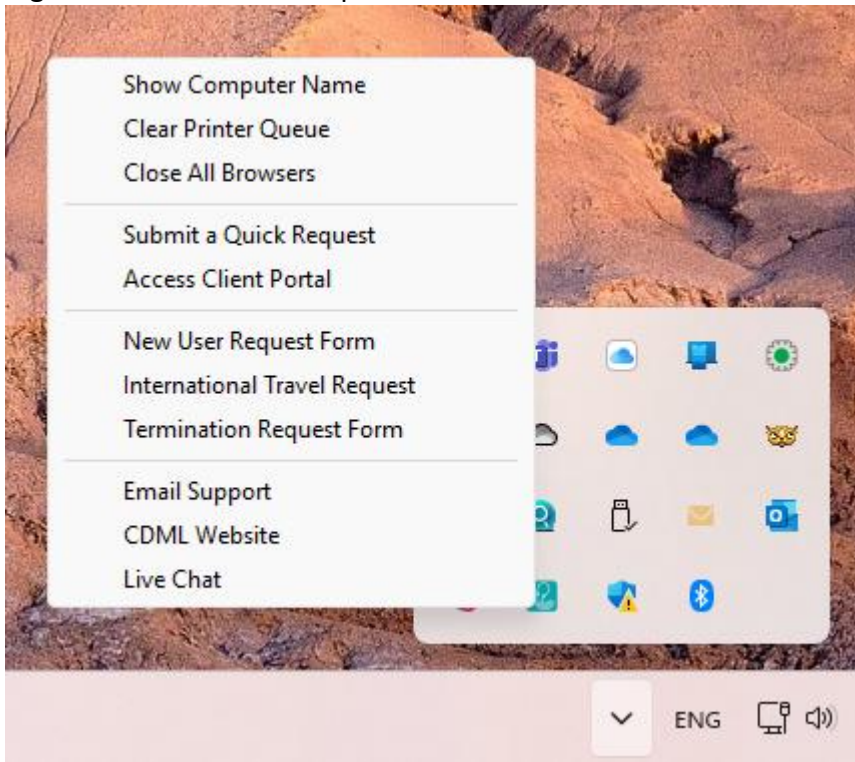
3. From the menu, click on the most fitting option.
   a. **Show Computer Name** = a new message box will appear showing the Windows Device Name and the IP address of the computer you are currently using.
   b. **Clear Printer Queue** = clears all jobs stuck in your print queue
   c. **Close All Browsers** = closes any open windows in Google Chrome, Microsoft Edge, Microsoft Internet Explorer and Mozilla Firefox. (This helps if you are redirected to a malicious website.)
   d. **Submit a Quick Request** = submit a new service request. Please provide a detailed description of the issue. If applicable, you can include a screenshot as part of your request.
   e. **New User Request Form** = submit a request to create a new user. At the end of the submission process, you will be redirected to the standard CDML New User Request Form to submit the details.
   f. **International Travel Request** = submit a request to open specific geographic locations outside of the United States for a specific period of time.
   g. **Termination Request Form** = submit a request to terminate a user. At the end of the submission process, you will be redirected to the standard CDML User Termination Request Form to submit the details.
   h. **Manage Support Tickets** = open the web portal where you can manage your support requests.

4. **Submit a Request** Option

To submit a service request please fill out this short form. Make sure to provide your name and contact details. Also, please put a short description of your issue in the **Subject** field and a detailed description in the **Description** field. This helps us find the best person to assist you and helps the tech prepare to solve your issue.
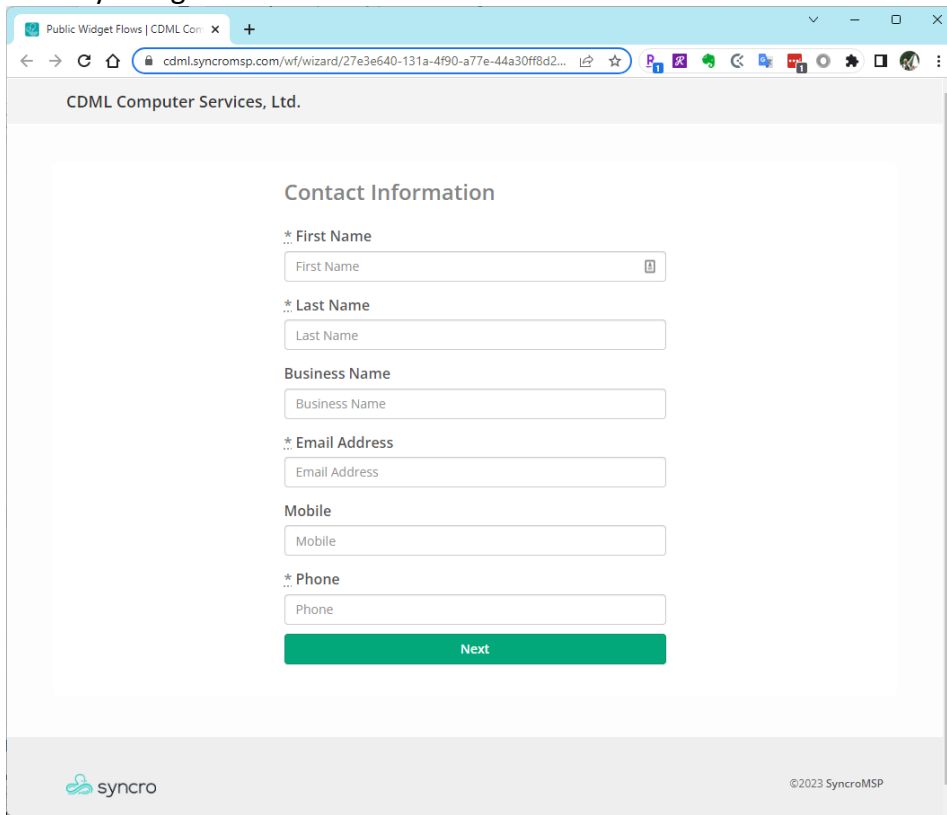
If applicable, you can also submit a screenshot along with your service request to help the support personnel see what's happening on your computer.

Please put **[Urgent]** in the subject if this is an "system down" event.

5. **New User** and **Termination Request** Options
These are 2-step processes. First you will need to fill out the basic information about yourself and the type of request you're making.
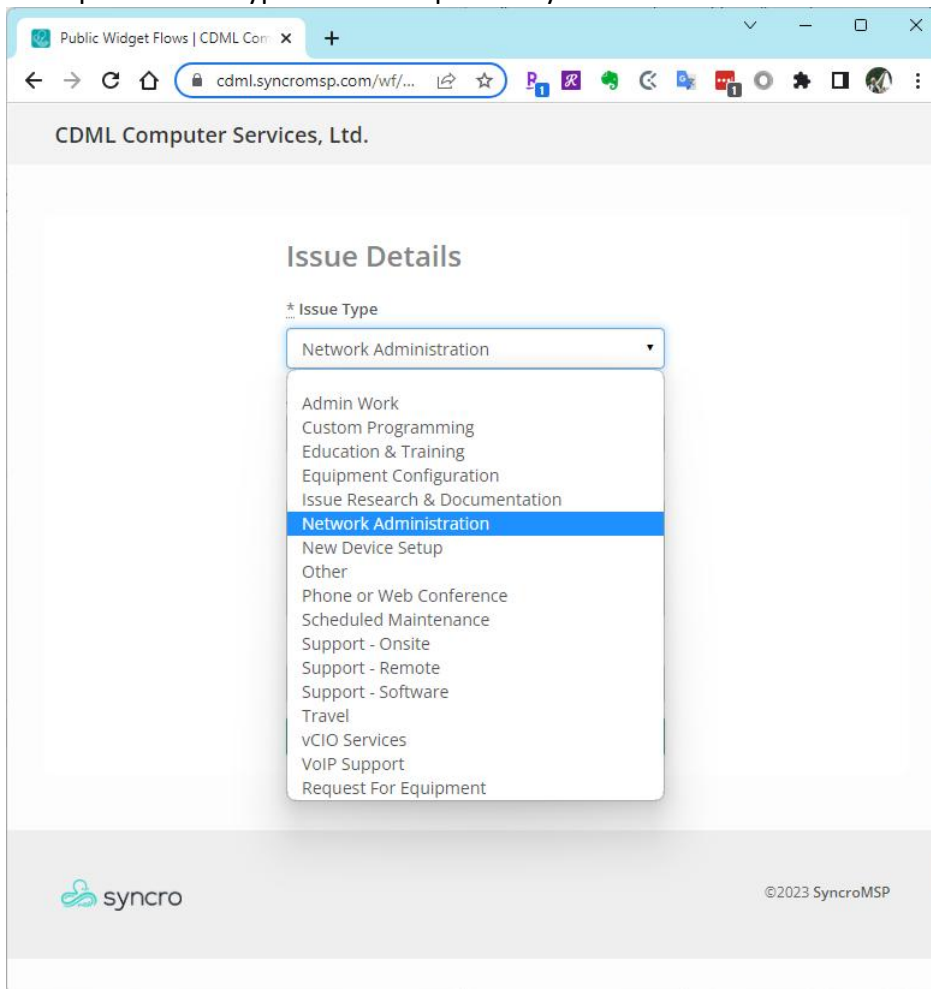   a. Start by filling out our contact information.

b. Then provide the type and description of your issue.

c. Please put a short description of your issue in the **Subject** field and a detailed description in the **Description** field. This helps us find the best person to assist you and helps the tech prepare to solve your issue.

d. Now select the issue urgency level (1=critical, 2=normal, 3=not urgent).

e. Once you have submitted this ticket, you will be redirected to the online form that collects information about the new user or the user termination you are requesting.

6. **Manage Support Tickets** Option:
   This allows you to login to your user portal to manage existing ticket or submit new ones.
   Note: If you do not have access to your portal, please submit a Quick Request and we will re-invite you via email.