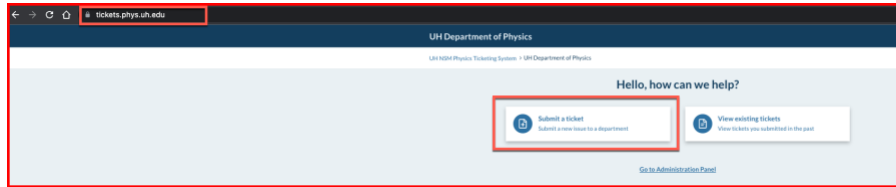
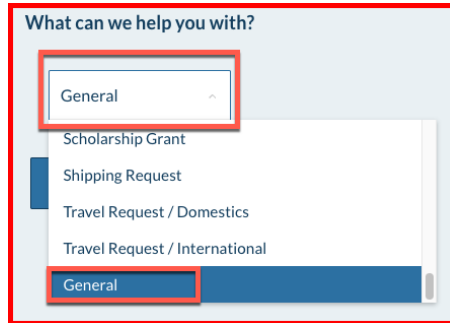


How to use the new Physics Ticketing System (University of Houston)

- 1.) Visit <http://tickets.phys.uh.edu>
- 2.) Click on Submit a ticket:



- 3.) Select the drop down and pick the category that you need assistance with and click "Click to Continue"



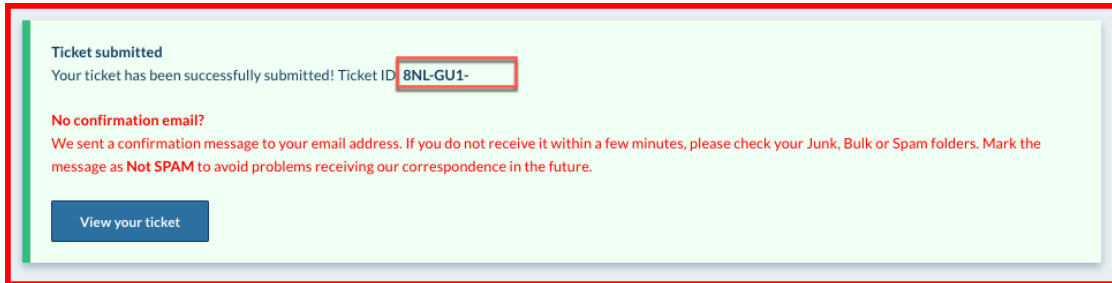
- 4.) Fill in your Ticket details:

- a. ****Important****: Be sure to input your email address correctly, you will need this to access your ticket in the future.
- b. Attach any files that you may need.
- c. Fill in the SPAM Prevention before attempting to submit.

A screenshot of the 'Submit a Support Request' form. The form includes several fields: 'Name' (filled with 'Ray Ali'), 'Email' (filled with 'rali5@uh.edu'), 'Priority' (set to 'Low'), 'Phone Number' (filled with '7137437086'), 'Subject' (filled with 'This is a Test Ticket'), and 'Message' (filled with 'Testing Ticket for Instructional Purposes.'). There is an 'Attachments' section with an 'Add file' button. At the bottom, there is a 'SPAM Prevention' section with a CAPTCHA image showing the number '91855' and a text input field containing '91855'. A 'Submit Ticket' button is at the very bottom.

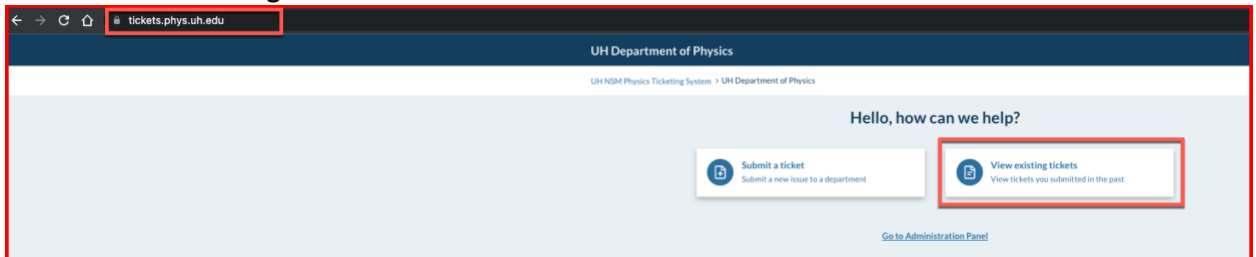
5.) Click Submit Ticket

- a. The next screen will appear upon successful ticket creation. **Note:** The Ticket ID is required if you need to access the ticket.
- b. You will receive a confirmation email with ticket information also.

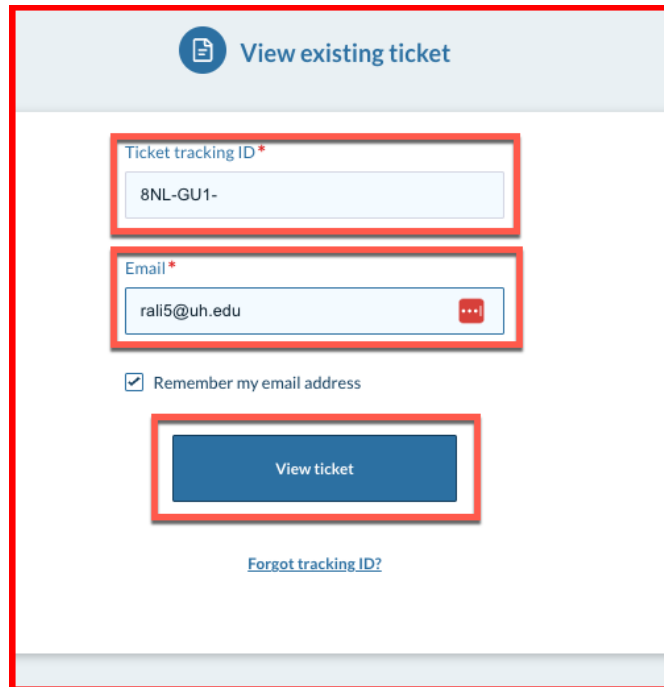


How to view your ticket(s):

- 1.) Visit <http://tickets.phys.uh.edu>
- 2.) Click on “View existing tickets”



- 3.) Input your Ticket tracking ID and associated Email Address (used in ticket creation):
- 4.) Click on “View ticket”



- 5.) You will then see your ticket details and can respond accordingly.

Thank you for using the UH Physics Ticket System 😊