Easy Self Service

Create an Incident or Add to an Existing incident via Email





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Create an Incident via Email

You can send an email directly to IS&T to create a new Easy Service incident. This ability will enable you to completely bypass the Help Desk and speed up the process.

- Open email program
- Enter <u>easy@csuohio.edu</u> in the **To: field.**
- In the Subject: field, type ONLY one of the short descriptions exactly as shown
- Type a detailed explanation of the issue in the body of the message.
- After the email is sent, it will automatically create a new Easy Service incident and be sent to the IS&T staff best suited to help you with your issue.
- You will receive a confirmation email with your Incident Number.
- If you have questions, simply respond to this confirmation email and it will be added to the incident.

- Computer Issue
- Computer Lab Issue
- Content Management Issue
- Email Issue
- Network Issue
- Other Issue
- Password Issue
- PeopleSoft Issue
- Server Issue
- Software Issue
- Telephone Issue
- Training Issue



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All 🗸	From 🔻 j.p.user@csuohio.edu	
2:21 PM uments	To Easy Help 🗙	
	Cc	
	Всс	
	Training Issue	
	💊 🙄 B I U 🗚 A A 🏄 A 🗄 🗄 🖼 🎽 🗸	
	I need help with formatting Excel documents for printing. Could we please set up a time to sit down together to go over this?	
	Thanks,	
	Joseph P. User	

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NOTE:

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When you type <u>easy@csuohio.edu</u> in the To: field and press return, it becomes **Easy Help**.

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Add To an Incident via Email

When you create an incident, you receive an email with an identification number. Use this email and number to add information to your incident.



REPLY to email:

When you receive this email, simply reply to it to add more information to the incident.

SEND NEW email: Send a new email to <u>easy@csuohio.edu</u> with RE: (incident number) in the subject line.



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