

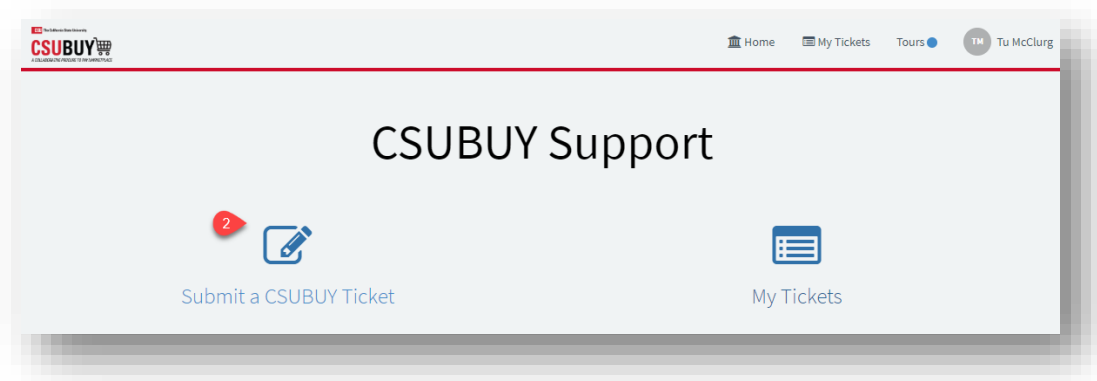


This Quick Reference Guide (QRG) provides instructions on how to use the [CSUBUY Support Portal](#) including:

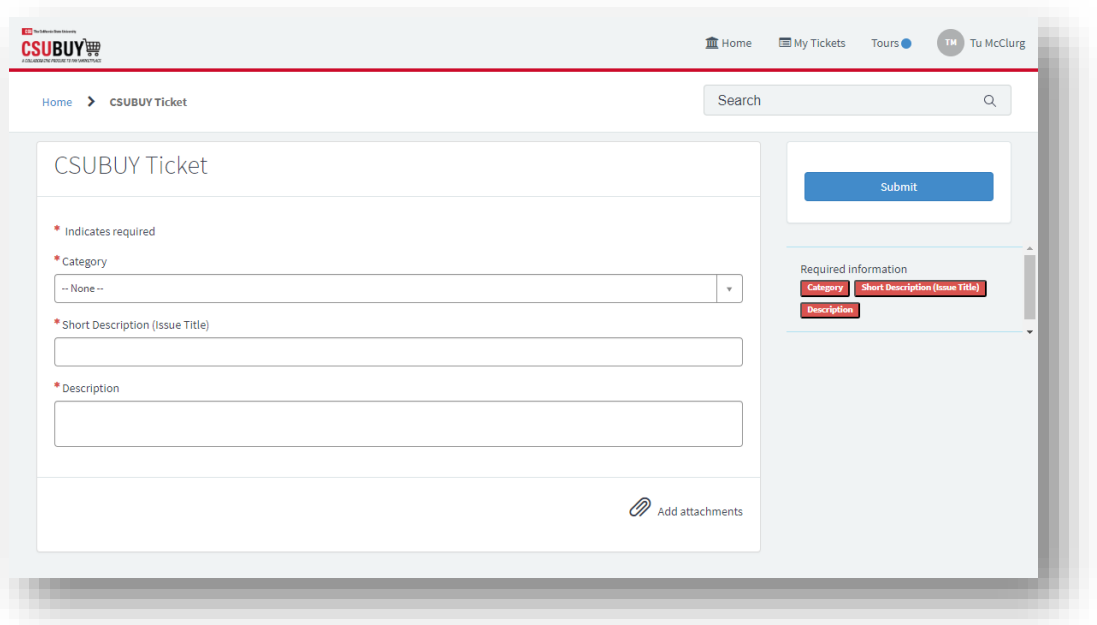
- How to Submit a CSUBUY Support Ticket & Comment
- View a CSUBUY Support Ticket
- Commenting on a CSUBUY Support Ticket

How to Submit a CSUBUY Support Ticket & Comment

1. Navigate to the [CSUBUY Support Portal](https://csu.service-now.com/csubuy) (<https://csu.service-now.com/csubuy>). You will land on the CSUBUY Support home page.
2. Click on **Submit a CSUBUY Ticket**.



3. Fill CSUBUY Ticket form and click **Submit**. **Note:** * (asterisk) are required fields.





4. After you submit, you will be redirected to the ticket view.
 - a. **Comments:** You can leave a comment by entering your comment in the message box and click **Send**.
Note: Any communication with the CSUBUY Support Team(s) can be done here.
 - b. **Attachments:** You can also add an attachment by clicking on the paperclip icon.

The screenshot displays the CSUBUY Ticket Form interface. At the top, there is a navigation bar with 'Home', 'My Tickets', 'Tours', and a user profile for 'Tu McClurg'. Below the navigation bar, the page title is 'Home > Ticket Form' and there is a search bar. The main content area is divided into two sections. On the left, there is a message input field with the placeholder text 'Type your message here...' and a 'Send' button. A red callout 'a' points to the 'Send' button. Above the input field, there is a paperclip icon for attachments, with a red callout 'b' pointing to it. Below the input field, there is a chat history section showing a message from 'Tu McClurg' dated '2024-04-18 15:04:57' with the text 'P2P0001065 Created'. A green 'Start' button is visible below the chat history. On the right side of the page, there is a confirmation message 'Your request has been submitted' in a blue box. Below this, there is a table of ticket details:

Number	P2P0001065
State	Open
Priority	4 - Low
Created	1m ago

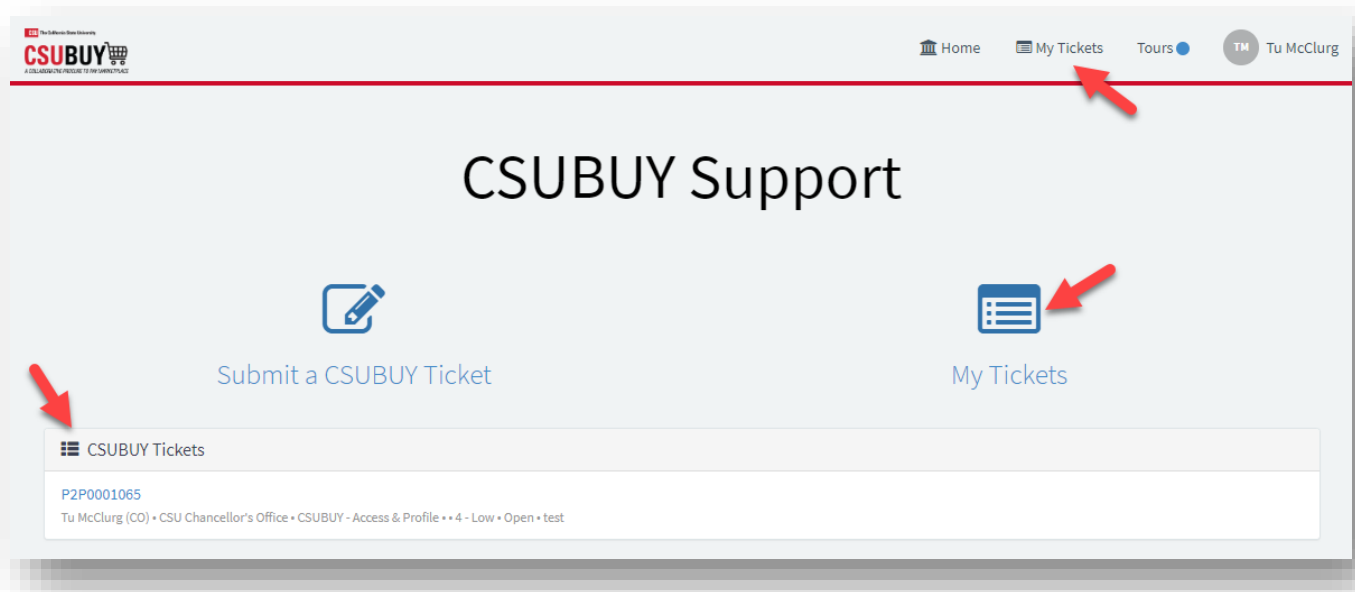
Below the table, there is an 'Options' dropdown menu. Further down, there is a section for 'Attachments' with a paperclip icon and a dashed box containing the text 'Drop files here'.



View a CSUBUY Support Ticket

There are three ways to view your submitted tickets in the CSUBUY Support Portal. The three ways include:

- **CSUBUY Tickets Widget**
- My Tickets: **Menu Item & Button**



Once you navigate to the My Ticket's screen, you will see all your open/close tickets.

