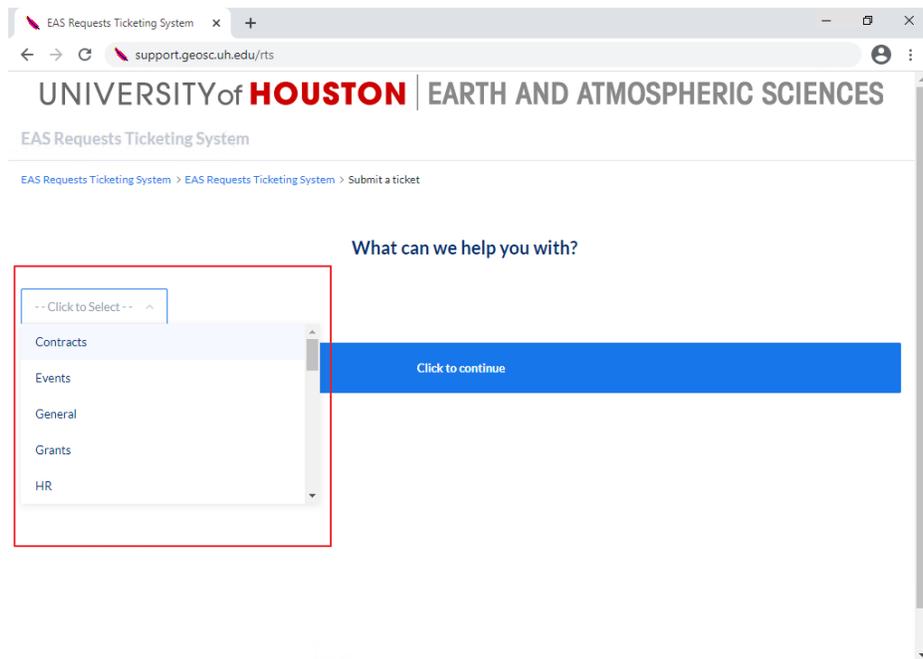


EAS Office Support Ticket System

The EAS ticketing system can be accessed via <http://support.geosc.uh.edu/rt/>

The ticketing system is used to submit support requests to EAS HR and IT staff. The system allows a customer to retain a trail of a specific support request to track its progress to completion.



Click the Drop-Down to choose the category to submit the ticket request under.

Choosing the correct category is important to route the support request to the appropriate support personnel and avoid delays. If you need to know which category to choose, access, <https://uh.edu/nsm/earth-atmospheric/people/staff/> which lists the EAS staff personnel and their respective duties. If the request does not fit a category, you can submit under “General” Category.

 **Submit a Support Request**
Required fields are marked with *

Name *

Email *

Priority * -- Click to Select -- v

Subject *

Message *

Attachments: No file chosen
 No file chosen
 No file chosen
 No file chosen
 No file chosen
Maximum 3 attachments 

SPAM Prevention

Type the number you see in the picture below. * 

Before submitting please make sure of the following:
All necessary information has been filled out.
All information is correct and error-free.

We have:
 recorded as your IP Address
recorded the time of your submission

Enter your details and the nature of the support request. You can also include files as attachments that may pertain to your request. Ensure that the email address you enter is correct since all future correspondence regarding the ticket will be directed to this email address. If needed you can include additional correspondents/recipients by entering multiple email addresses separated with a semi-colon (;)

Once you submit the request, you will receive an automated email (to the email address you provided within the ticket) via the ticketing system that indicates your request has been received. If you specified any additional recipients, they will also receive the same email you receive.

This **DOES NOT** mean an EAS staff member has actually read the request.

The email you receive will also include a link where you can view the status of the ticket and manage it. Any additional recipients will also have the ability to manage the ticket via this link.

EAS staff will review the ticket during normal business hours and expect a reply to your ticket within 24 hours.

You may continue viewing and including additional correspondence via this link till it is satisfactorily resolved.

Once the ticket is resolved either by the EAS staff or you are satisfied, feel free to mark the ticket as “Resolved”. Once the ticket is marked as “Resolved”, it cannot be opened for editing but can be viewed as long as you have the Tracking number or ticket ID.

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EAS Requests Ticketing System

[EAS Requests Ticketing System](#) > [EAS Requests Ticketing System](#) > Your ticket

test
Name: Jay Krishnan Email: jkrishnan@uh.edu, jkrishnan@central.uh.edu 2021-03-10 18:17:31

test

Name: Jay Krishnan 2021-03-10 18:25:16

test

Add reply

Message*

Attachments

Choose File	No file chosen

Maximum 5 attachments ⓘ

[Submit reply](#)

Ticket Details [Refresh this page](#)

Tracking ID: W39-8TJ-8XPX (Ticket number: 13176)

Ticket status: [New](#) [Mark as Resolved](#)

Created on: 2021-03-10 18:17:31

Updated: 2021-03-10 18:25:16

Last replier: Jay Krishnan

Category: Info Tech

Replies: 1

Priority: Low