Report an Incident

This guide provides step-by-step instructions on how to report an incident. It is useful for anyone who needs to report an issue or problem with data or telephone functionality.

1. Navigate to https://myitservices.doit.txst.edu/cc/

2. Click "Report an Incident" found under the Support Menu in the upper left.
3 Click the "Phone Number:" field and enter your contact information.

4 Select the Trouble Code in the dropdown menu shown.
5. Provide additional details in the Incident Details area.

6. Click the "Jack ID:" field and note the exact office location of the issue.
7. Click the "Data Location" field and enter the building and room number.

8. Click "Submit"