Easy Self Service

Create an Incident or Add to an Existing incident via Email

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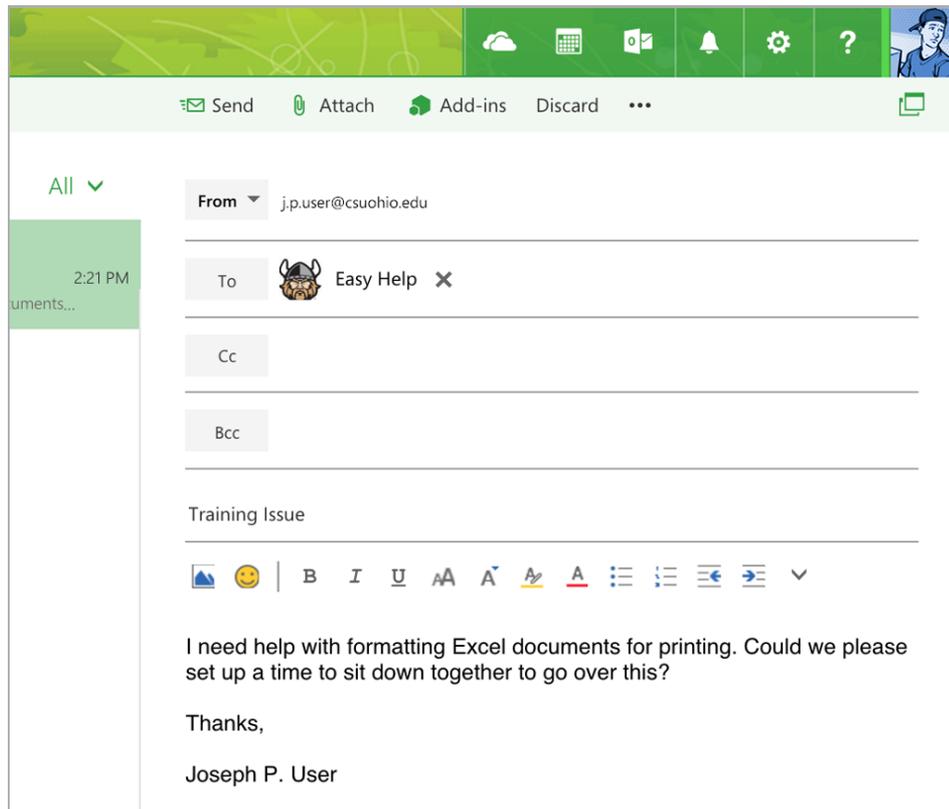
NOTE:
When you type easy@csuohio.edu in the To: field and press return, it becomes **Easy Help**.

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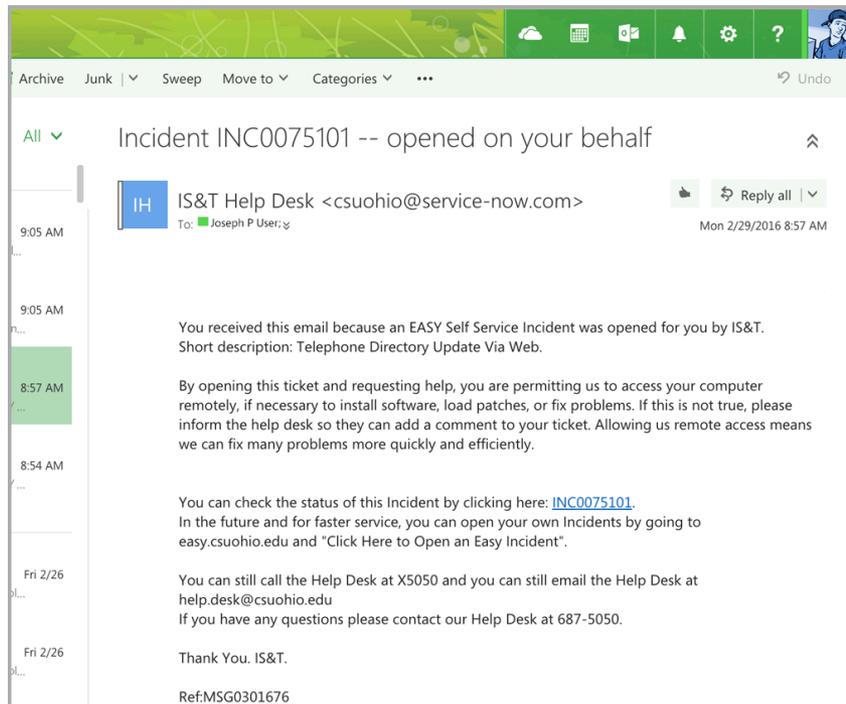
▶ REPLY to email:
When you receive this email, simply reply to it to add more information to the incident.

▶ SEND NEW email:
Send a new email to easy@csuohio.edu with **RE: (incident number)** in the subject line.