

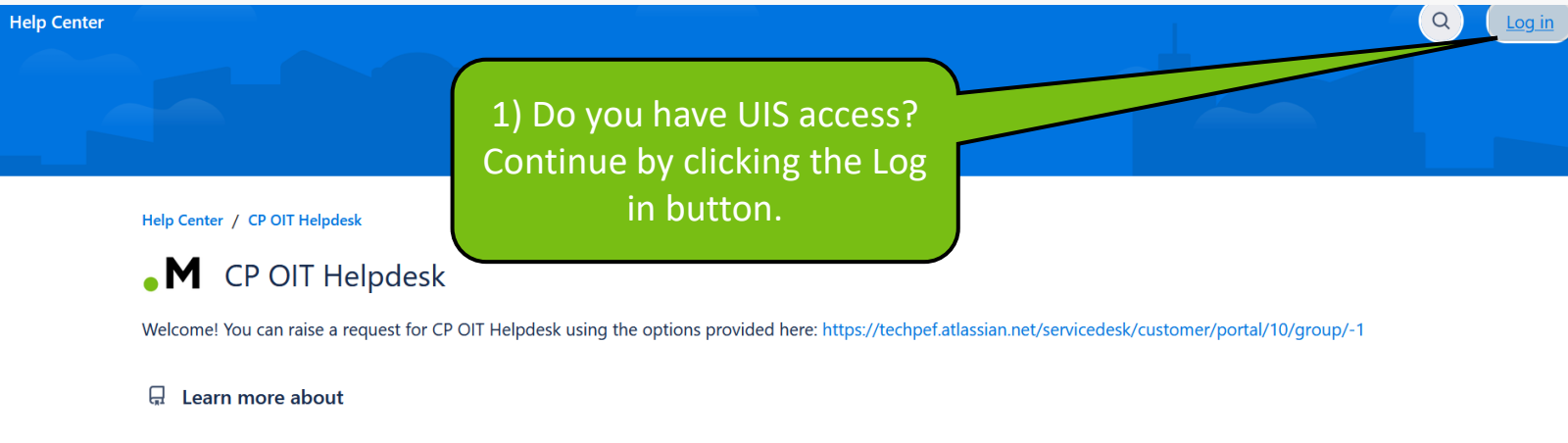


Helpdesk

Ticket submission guide – CP OIT Helpdesk

User guide for ticket submission and handling in Jira
Service Management helpdesk system

Visit our helpdesk portal



The screenshot shows the top section of the CP OIT Helpdesk portal. A green callout box with a black border points to the 'Log in' button in the top right corner. The callout box contains the text: '1) Do you have UIS access? Continue by clicking the Log in button.'

Help Center

CP OIT Helpdesk

CP OIT Helpdesk

Welcome! You can raise a request for CP OIT Helpdesk using the options provided here: <https://techpef.atlassian.net/servicedesk/customer/portal/10/group/-1>

Learn more about

Help Center

Change in Login Method: Now via Shibboleth

You can now log in via Shibboleth via e-mail login@mendelu.cz. If you encounter any issues (e.g., SSO is not working or you are signed into a different account), please contact helpdesk@mendelu.cz or tech@pef.mendelu.cz.

Enter your email to log in or sign up

Email address

Next

[Go to Help Center home page](#)

Fill in your e-mail address in this form. Click „Next“ to continue.

← Back

Help Center

Use Atlassian account to sign

Email address

Login_to_the_UIS@mendelu.cz

Continue with Atlassian account

Click the „Continue with Atlassian account“ button.

Your Atlassian account

Make things easier by using one account across all of your Atlassian apps. [Learn more](#)

Mendel University in Brno



Shibboleth.

2. Fill in your UIS
password.

Username

Password 

☐ Don't Remember Login

☐ Clear prior granting of
permission for release of your
information to this service.

Login

1. Fill in your UIS login.

> [Forgot your password?](#)

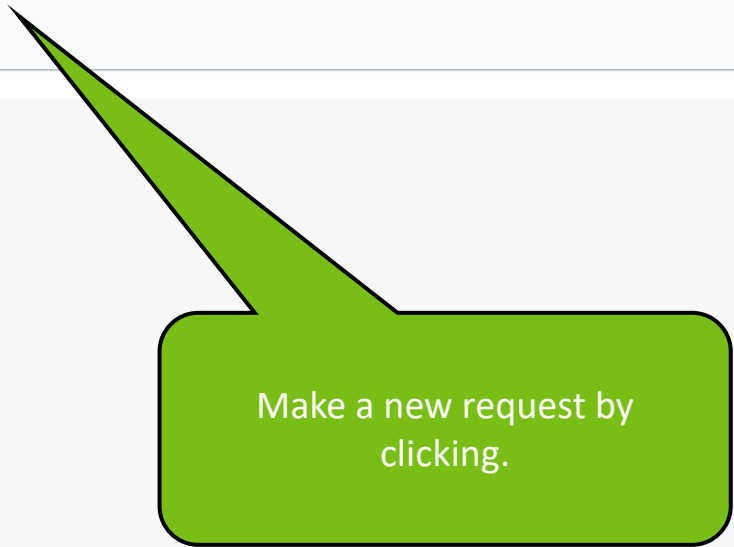
> [Need Help?](#)

3. Click to Login.

CP OIT Helpdesk

Welcome! You can raise a request for CP OIT Helpdesk using the options provided here: <https://techpef.atlassian.net/servicedesk/customer/portal/10/group/-1>

[Need to raise a request? Contact us.](#)

A large green callout bubble with a black outline. It has a long tail pointing towards the button text. The bubble contains the text 'Make a new request by clicking.'

Make a new request by
clicking.

CP OIT Helpdesk

Welcome! You can raise a request for CP OIT Helpdesk using the options provided here: <https://techhelpdesk.cpoit.org/>

Contact us about

Common Requests

Get IT help, Adding to the system map, Request for a change



Problem or outages

Report an Incident, Report a problem with a system



Access or account change requests

Access permission to Wi-Fi for Guests, Setting up new user accounts and access to systems



Requests for equipment, software, or licenses

Request for infrastructure, Request for a university license, Internal purchase



Choose the category of your problem.

CP OIT Helpdesk

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Contact us about

Common Requests



What can we help you with?



Get IT help

Get assistance for general IT problems and questions.



Adding to the system map

Internal request for registering systems/services and their relationships in the systems map



Request for a change

For example, about a server upgrade or an application upgrade.

2. Didn't find your request?
- Try choosing different category.

1. Choose the appropriate
request type.

Did not find where to place your problem?

[Help Center](#) / [CP OIT Helpdesk](#) / [Raise a request](#)

CP OIT Helpdesk

Welcome! You can raise a request for CP OIT Helpdesk using the options provided here: <https://techpef.atlassian.net/servicedesk/customer/portal/10/group/-1>

Contact us about

Common Requests

Use the „Get IT help“
option.

What can we help you with?



Get IT help

Get assistance for general IT problems and questions.



Adding to the system map

Internal request for registering systems/services and their relationships in the systems map



Request for a change

For example, about a server upgrade or an application upgrade.

Required fields are marked with an asterisk *

Raise this request on behalf of *

Tomáš Procházka (xprochaz@mendelu.cz)

University department or place of studies *

PEF

116 Ústav informatiky

Studenti zvolí fakultu (např. AF). Pokud jste zaměstnanec dva úvazky vybere pracoviště jednoho z nich.

Summary *

VPN does not work

Suggested articles



VIRTUÁLNÍ PRIVÁTNÍ SÍŤ (VPN)

Základní informace Pro koho je VPN určena zaměstnanci a studenti MENDELU vzdáleně dostupným aplikacím, síťovým a serverovým službám dostupným jen z univerzitní sítě Hlavní využití přístup k elektronickým informačním zdrojům práce se stejnými službami jako v síti MENDELU např. přístup k ekonomickému systému SAP, vzdálený tisk apod. Jak VPN funguje



FAQ

Česká verze: In this section, you will find the most frequently submitted requests that can be resolved using the procedures below. If you have a different, submit a request to . Currently Most Frequent Questions Using hotspots, routers, and other personal network devices is prohibited. If you cannot resolve the issue, please contact the most likely disconnected for violating



SLUŽBY MICROSOFT 365

Přehled výhod a odkazy na návody k jednotlivým službám Microsoft 365. Proč používat Microsoft 365 Integrovaná pošta s automaticky udržovanými kontakty Přehled o dostupnosti osob a zdrojů Sdílený kalendář propojený s rozvrhem Bezpečné sdílení souborů a dokumentů v týmu Pošta, kalendář, úkoly a kontakty na jednom místě Přístup z telefonu, tabletu i notebooku se

Description

Normal text

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[Link](#)

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Send

Cancel

1. Not logged in?
Fill in the university e-mail address.

2. Summarize the problem.

3. Relevant articles will pop-up.

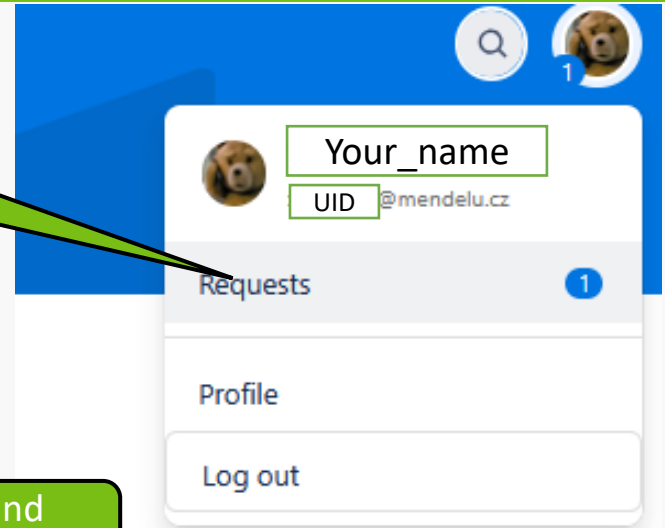
4. Fill in the required fields and problem description.

5. Submit your request by clicking the button.

All of the communication runs in portal only!

-Replies by e-mail will not be registered!

1. When logged in, click your profile picture and click the Requests button.



2. Choose your request and continue by clicking.

Requests

Request contains... All

Type	Reference	Summary	Status	Service project	Requester
	CPOITH-68	VPN does not work	Waiting for support	CP OIT Helpdesk	Your_name

Nefungující připojení k VPN



Uživatel **Your_name** vznesl tuto žádost dne Dnes 1:22 odp.

[Skrýt podrobnosti](#)

Pracoviště nebo místo studia

PEF - 116 Ústav informatiky

Popis

Aktivita



Standardní text ▾

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Uložit

You can see all the communication here.
This field is the only way to further communicate in
your request.

Guide made by

IT Support DIT MENDELU

Website: tech.mendelu.cz/en
Service Desk: helpdesk.mendelu.cz
IT Emergency Line: 5555