

Request Support

First, check the [SysOps Status Blog](#) to see if your problem is part of a bigger issue that has already been reported.

If not, create a Jira ticket

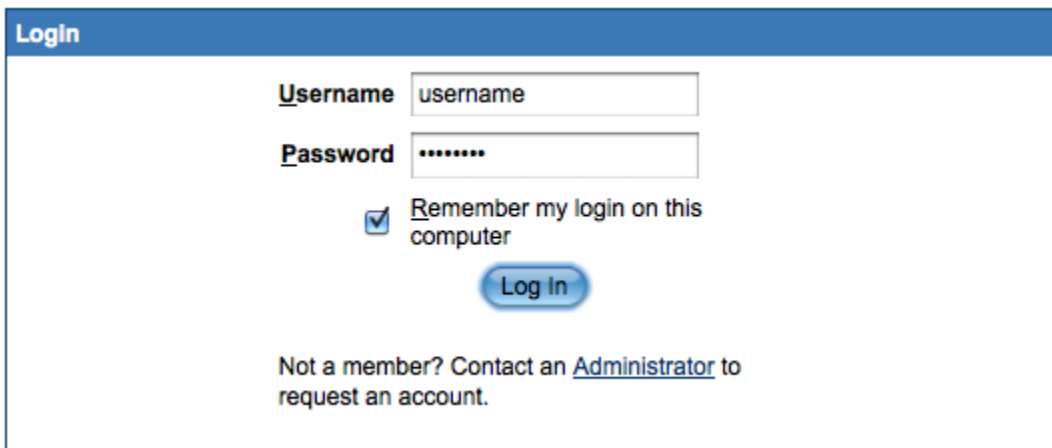
preferred: Visit <http://support.crbs.ucsd.edu/>

alternative: Email support@crbs.ucsd.edu

For emergency assistance, contact your administrative assistant or call Vicky Rowley at 858-775-6518.

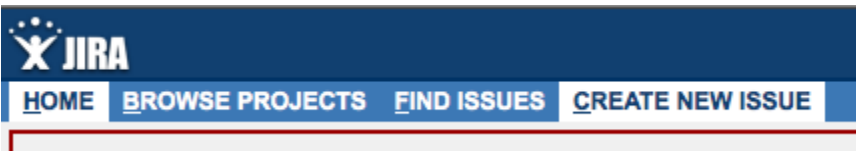
How to use the Jira website

Login to [Jira](#)

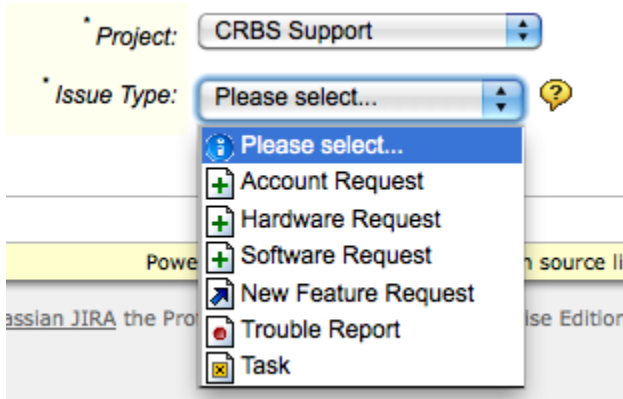


The image shows a Jira login form. At the top is a blue header with the word "Login" in white. Below the header, there are two input fields: "Username" with the text "username" and "Password" with masked characters ".....". Below the password field is a checkbox labeled "Remember my login on this computer" which is checked. A blue "Log In" button is centered below the checkbox. At the bottom of the form, it says "Not a member? Contact an [Administrator](#) to request an account."

Click "Create New Issue" in Menu



Choose your project and issue type



The image shows the "Create New Issue" form in Jira. The "Project" dropdown is set to "CRBS Support". The "Issue Type" dropdown is open, showing a list of options: "Please select...", "Account Request", "Hardware Request", "Software Request", "New Feature Request", "Trouble Report", and "Task". Each option has a small icon to its left. A yellow question mark icon is visible to the right of the "Issue Type" dropdown.

Fill in the appropriate information and click "Create"

Attachment:

The maximum file upload size is 10.00 MB. Please zip files larger than this.

OS:

- ☐ Linux
- ☐ Macintosh
- ☐ Solaris
- ☒ Windows
- ☐ Multiple

Which operating system(s) are involved?

Create

Cancel