

How to Create a Neeley Support Ticket

Start by locating the Neeley Support icon on your desktop.

If your computer won't turn on or you are not at your Neeley desktop computer, you can type in neeleysupport.tcu.edu into any web browser.



Connecting to 

Sign-in with your Texas Christian University - Prod account to access Neeley Support

TCU

TCU Single Sign-On

TCU Username
Your username is NOT an email address.

TCU Password

Sign In

[Need help signing in?](#)

You will then need to log in to the system using your TCU username and password.

Once you have logged in, it will ask you what type of request you are making. Please read the box with instructions as this will often help.

Help Request

Request Type

Request Detail

- Common Area Support
- Lecture Capture Request
- Loaner Request
- Media Services
- Neeley IT
- Personal Computer Support
- Room Reservation
- Website Revisions

Location

- Wireless Guest Account

A **Common Area Support** request would be if you encountered a problem in a classroom, computer lab, the mail room or the other listed rooms to which many people have access. Choose the type of room you are having trouble in and then follow the prompts on the screen. Options specific to each location will appear so that the technicians are as prepared as possible to help resolve the situation and know what to look for when they get there.

Request Type

Instructions Please choose appropriate request

Location TAN Room

- Classroom Support
- Conference Room Support
- Copy Center Support
- Kiosks/Student Worker
- Lab Support
- Mailroom Support
- MBA Lounge Support
- MOS LAB Support
- Request Card Swipe Access

All Neeley classrooms are equipped with MediaSite Lecture Streaming/Recording capabilities. It captures both what is being projected on the screen and simultaneously an image of the front of the room using ceiling-mounted webcams. To request your lecture be captured or streamed using MediaSite, choose the **Lecture Capture** option. You will need to provide the Date and Time and location of the lecture/class you wish to record and the contact information of anyone who should be sent a link to view the class either live or later.

Request Type

Instructions To view any lecture capture the participant must have a TCU Username.
Non-Students can be given a TCU Guest Username.
All lecture capture requests need to be submitted a minimum of 24 hours before the Lecture Start.

Lecture Start* : : am pm ⓘ

Lecture End* : : am pm ⓘ

Lecture Recurring* Sunday
 Monday
 Tuesday
 Wednesday
 Thursday ⓘ
 Friday
 Saturday
 Not Recurring

Do all participants have a TCU Username?* Yes No

Participants' Name(s) (semi-colon separated)* ⓘ

Participants' TCU Email(s) or Distribution List (semi-colon separated)* ⓘ

Recordable Locations* ⓘ

A **Loaner Request** is a way to check out technology from Neeley Support. A complete list of items available to check out from Neeley IT is available [here](#). The list of items available to check out is provided and an image of each item will be displayed after you select it. Once you fill out the ticket with the information on how long you will need it, you can go to the Neeley 2104 Suite to pick up your equipment. When you return it, make sure you give it to a Neeley IT tech or it may get lost and the system will show that you still have it.

Request Type

Instructions Please select equipment above

Scheduled Out* : am pm ⓘ

Scheduled In* : am pm ⓘ

How long will you need it (number of days)?*

Location TAN Room

Media Services tickets are for requesting a video to be uploaded to the Neeley YouTube channel or for requesting a Zoom webinar. As a TCU employee you have access to Zoom for regular meetings. In order to host a webinar which has different functionality and can accommodate registration and more viewers, put in a Zoom Webinar request.

Request Type

Instructions Please choose appropriate request

Attachments

A **Personal Computer Support** ticket is the most commonly used support request. Use this to request help on any equipment assigned to you. If you are having trouble with the device itself, choose hardware support and let us know which device you are having trouble with. The types of devices will be listed. Once you choose a device type, the hardware assets that are assigned to you will be listed at the bottom of the screen. Please click on the blue number next to the one that is giving you trouble.

Request Type

Instructions Please select device type

Location

Please select device type, mice, keyboards, and other items

Help Request

Request Type Personal Computer Support Hardware Support

Desktop

Instructions Please select the number next to the appropriate asset below

Request Detail

Attachments Add File

Location NEE Room 2103

Related FAQs

How do I connect my devices to the wireless network EduRoom?

How do I print my class roster in People Soft ?

« < 2 items > »

Select Asset

i Please select an Asset from the "My Assets" list.

My Assets

i Search

No.	Model	Serial No.	Network Name	
341	HEW X360 1040 G6 1.8GHZ/16GB/512GB	5CG9402254	NE21032	i
1666	HP E243	CNK918318X		i
1665	HP E243	CNK918312G		i
1405	HEW HP ELITEDESK 800 G3 MINI	8CG8143R6B	NE21031	i

« < 4 items > »

Request Type Personal Computer Support Software Support

Instructions

Location

Adobe Connect
Crucial Confrontations
Crucial Conversations
EndNote
Internet Explorer
MATLAB
Microsoft Office
Microsoft Project
Microsoft Sharepoint
Microsoft Visio
Microsoft Windows
Other
Panopto
Remote Access / VPN
Request New Software
SAS
Skype for Business
SPSS
Stata
Suspicious Emails
Updates
Video/Audio Playback

If your issue is more software related and you are having trouble with a given program on your computer, choose the **Software** option and then choose which software you need help with.

The **Room Reservation** request is used to reserve class times in one of the two classroom computer labs, or the video studio. You would choose the lab you wish to reserve and then provide the date and time you wish to reserve it for.

Request Type

Instructions

BIS Lab - Neeley 2108

Open Lab - Neeley 2113

Studio 3506 - Neeley 3506

Attachments

The **Website Revisions** option is for making changes or additions to the website. This includes existing pages, new pages, existing forms, new forms or your profile on the Neeley website. We have two systems for forms, one that takes money and one that only takes information. The system will provide you with fields for information so that we can make the changes you need.

You can provide the information for the website in a Word document and attach it as a file to the ticket. Please also attach any graphics that should be included. Box folders or a folder on the X drive are the best way to provide multiple files or large files. If you want a video on the website, please submit it as a Media Services ticket first. Once you have the YouTube link, let us know if you want the video embedded on the page or if you want a link to it. If a link, please provide the text that should link to the video.

The **Wireless Guest Account** request is used when someone will be visiting the University and will need access to the Wireless network. A temporary account will be created for them so they can access the wireless while they are here. Please give as much advance notice as possible so the account can be created in time.

Request Type

Instructions

** If you are requesting more than one account, please upload an Excel spreadsheet with the names using the add file button below
(Please list first names in Column A and last names in Column B. Please no middle names or suffixes.)

First and Last Name*

Company Name/Event Name*

Start Date*

How long will you need it (number of days)?*

Attachments