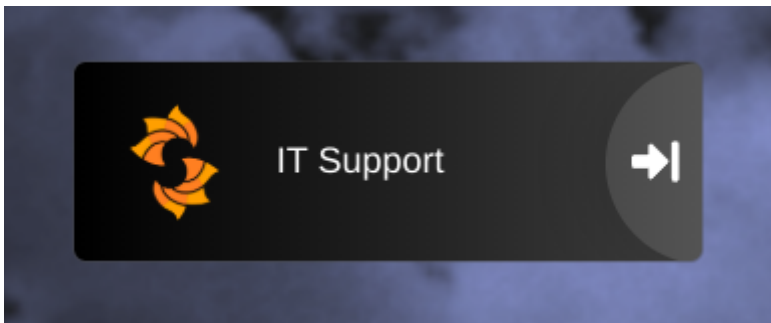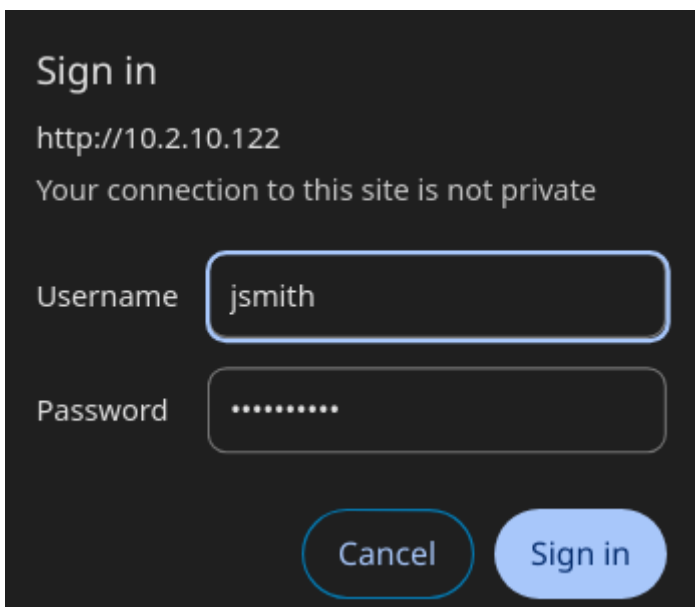# Requesting IT Support

The best way to contact the IT department for assistance is by using the IT support ticketing system. This secures your spot in the support queue and ensures that your issue it seen by all members of the IT department. The IT Ticket shortcut is available on the Heimdall dashboard at:

https://tmaclouds.com/

Select the IT Support icon

When prompted, enter your username and password that you use to log into your computer

Select the 'Submit a ticket' button

Fill in the ticket form with all relevant information and then click the 'Submit' button at the bottom of the form

Welcome to the IT Department Help Desk.

Submit a help desk ticket

Please create your IT ticket below

Summary (required)

Description (required)

Category (required)

Extension or Phone Number (required)

Employee Name (required)

Computer Name (required)

📎 Attach a file

Submit

You will receive an email informing you that we have received your request and one of us will contact you soon. You will also receive email notifications for all public comments made on your ticket.

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