

**From:** dopmannouncement  
**Sent:** Thursday, June 01, 2017 11:52 AM  
**To:** DOPM All Users <DOPMAllUsers@uabmc.edu>  
**Subject:** Computer Tip of the Week - New Ticketing System

## New Ticketing System

Brought to you by  
**David Clabough**  
- System Admin in MT-403



The DOPM HelpDesk is instituting a new trouble/request ticketing system. Though the format of the information/notification emails you will receive are different the end result for you, our users, will be the same as the current system.

- The format of the ticket email you receive will be different.
- The ticket numbers will be much shorter than you've seen in the past.

The HelpDesk understands that introducing change always provides a few challenges, however, we believe the additional information this system can provide will be worth the small learning curve.

We will begin using this new system on June 1. As always, if you have questions regarding this new system please email/call the HelpDesk.

Was this helpful? Do you have suggestions for a future Tip of the Week? Do you have any other comments?

Let us know at [dopmHelp@uabmc.edu](mailto:dopmHelp@uabmc.edu)

To see an archive of past Tips of the Week: <http://www.uab.edu/medicine/dopm/help/totw>