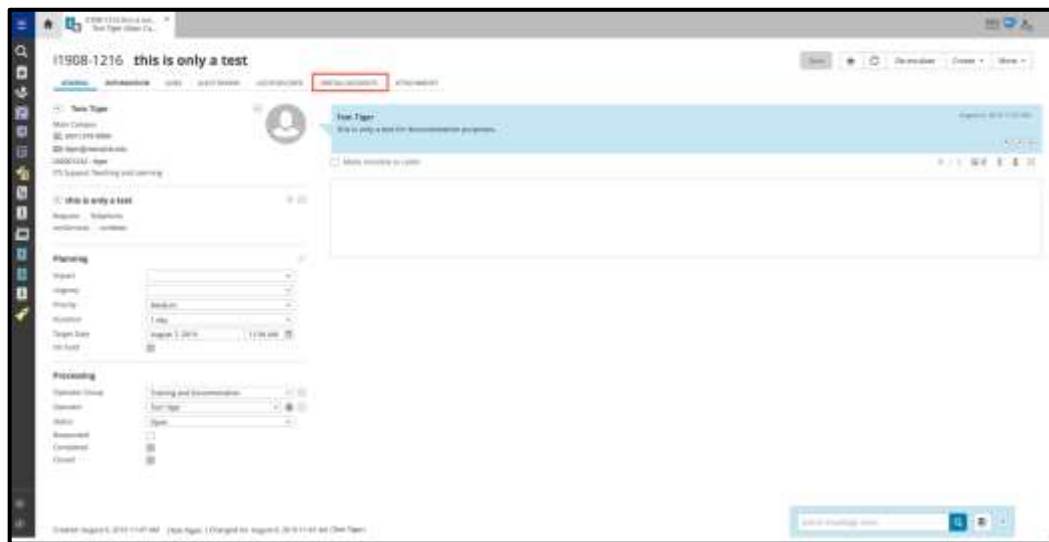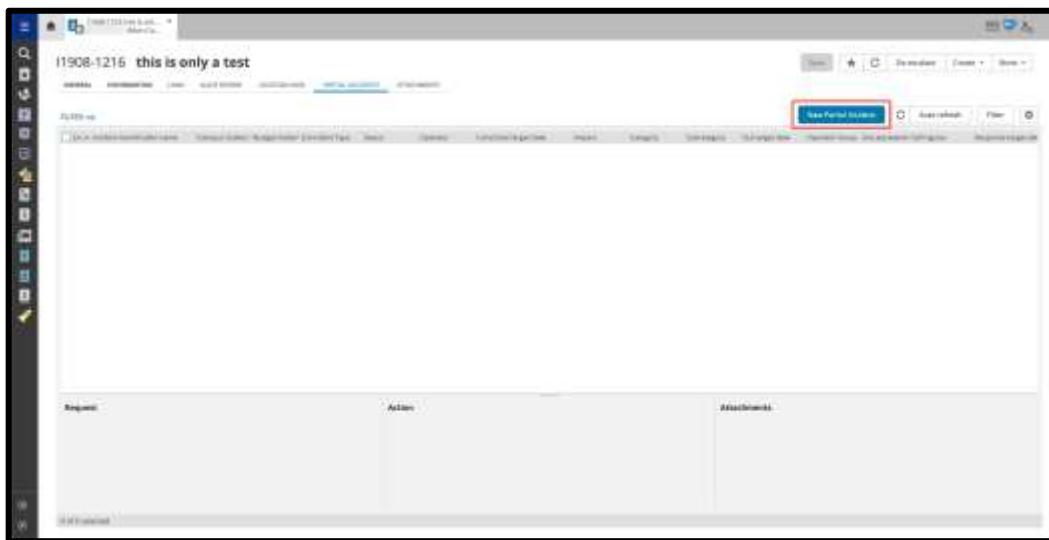# Partial Incidents

Creating and Using Partial Incidents

1. With a Second Line Incident ticket open, select **Partial Incidents** from the menu.

2. Select **New Partial Incident** from the menu.

3. **A)** Note that the ticket numbering system has changed to include a secondary number. **B)** Set a **Target Date**. **C)** Choose the **Operator Group or Operator** to assign it to. **D)** Write a brief description of the problem. **E)** Click **Save**.

4. An email will be sent to the **Group/Operator** who will be working on your
   partial incident.

5. Working with partial tickets should be just like any other ticket.

6. After the work is completed; A**)** Mark as **Completed**; **B)** Write the steps you took to complete; then **C) Click Save.** An email will be sent back to you letting you know the task was completed.
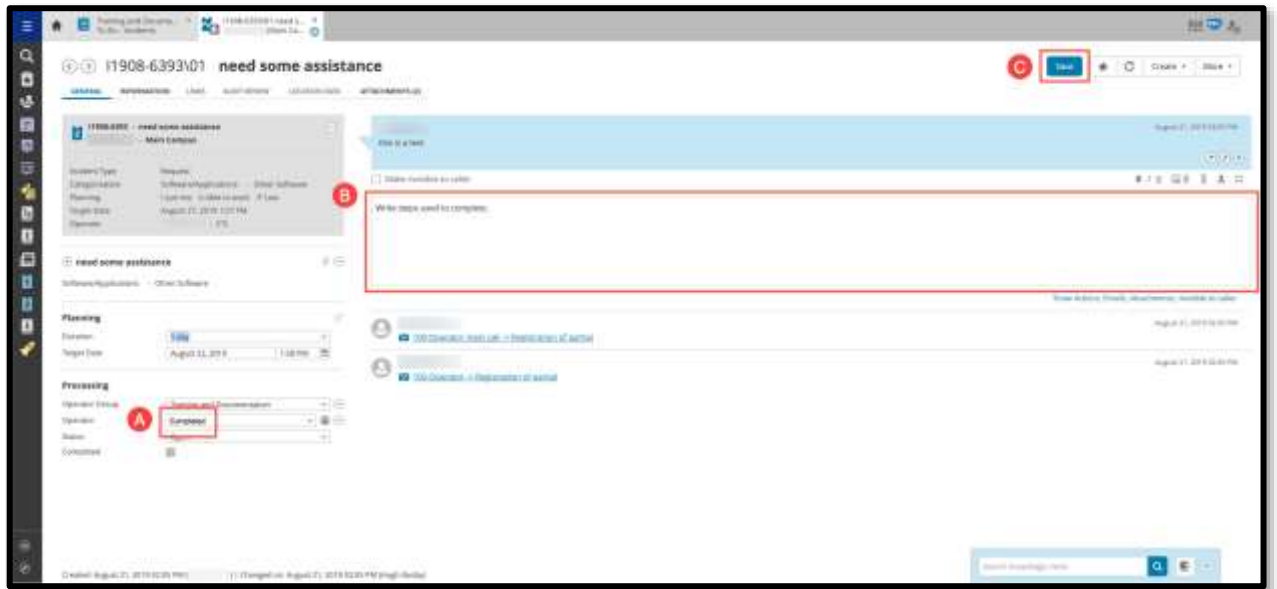
Note: *A parent ticket cannot be completed until all associated partial tickets are also completed.*

Locating Help Resources

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request
Login URL: Click here to access our service desk ticketing system. After logging in, choose the appropriate form to request services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! *(Excluding Some Holidays)*

ITS Service Desk Walk-In hours (Admin Building Room 100):
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:
Monday – Friday 8:00 am – 8:00 pm
Saturday 10:00 am – 2:00 pm
Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or submit a service request.

Voice messages will be checked regularly and will receive a priority response the following business day. You may also email umTech at umtech@memphis.edu. *(**Note:** Using this email will automatically generate a service request.)*

Important Links

Explore the umTech Website
Search the Solutions Page