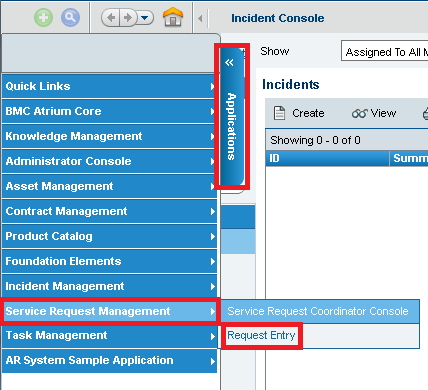
* If you are trying to submit a ticket to CNS in production Remedy, you will have to complete a few extra steps due to your Remedy settings. To submit a ticket to CNS through the Service Request Management System:
  1. Log in
  2. Select the Applications tab on the left
  3. Then select Service Request Management
  4. Then select Request Entry.
* This navigation will allow you to submit a ticket to CNS as an end user.



* To view a request that you have submitted to CNS in production remedy, you can do this in Service Request Management as well. Follow the steps above to access Service Request Management. Then,

1. On the left hand side in Service Request Management, there is a box that says “Submitted Requests”.
2. In this box is a section that says “Open Requests”. You can view all of your open tickets by clicking on “Open Requests”.

