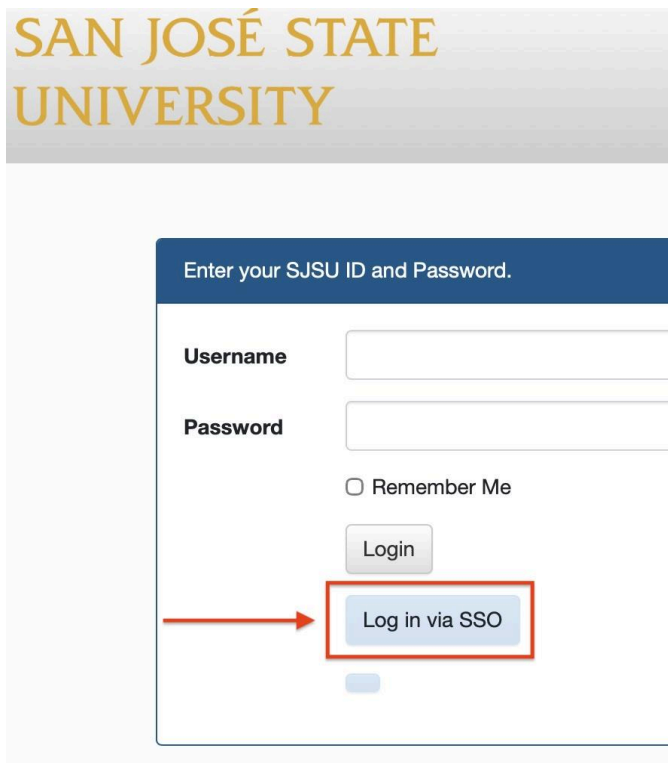


Instructions for opening a support case

Note: It is strongly recommended that before you begin this process, you authenticate to the One.SJSU portal at: <https://one.sjsu.edu>. Doing so will expedite the initial steps of the process.

Accessing the College of IDS Tech Support Form

1. Go to the following URL: <https://isupport.sjsu.edu/User/Dashboard>
2. Click on “**Log in via SSO**”:



SAN JOSÉ STATE
UNIVERSITY

Enter your SJSU ID and Password.

Username

Password

☐ Remember Me

Login

Log in via SSO

You will then be taken to the standard SJSU SSO login prompt. Enter your SJSUOne credentials, click **Sign in**, and then perform DUO 2FA authentication.

Important Note: If you have already authenticated via the [One.SJSU](#) portal, then when you click on the “**Log in via SSO**” button, you will bypass the authentication and DUO 2FA step.

3. You will be taken to the SJSU Spartan Support portal. Under the **Campus Service Request** area, locate and click on the icon for **College of Info, Data & Society**:



4. You will now be taken to the College of IDS Tech Support Form. Complete all of the relevant fields. Depending on which options you choose, additional or different sub-options may become available to you. Certain options will only be available to users in the School of Information; and other options will only be available to users in Applied Data Science.

Under the **Description** field, please include as many details as possible, and where possible please use the **Attachments** button to upload screenshots of any error messages.

After you have completed all relevant fields, click on the **Save** button at the top to submit your support ticket. The ticket will automatically be routed to the CIDS queue in iSupport and a CIDS IT technician will contact you.

Note #1: For School of Information students or faculty who are requesting support with a specific online application, please select the “**iSchool Software/Services**” option, and then choose the specific application/service you need support with.

Note #2: For Applied Data Science students or faculty who need assistance with a computing issue in a classroom or computer lab, select “**ISB Classrooms**” or “**ISB Labs**”, respectively.

Note #3: For the **Course**, **Semester**, **Building/Room**, and **Printer Issues** fields, only use those fields if applicable to your situation.



Details

Which unit in the College of IDS are you affiliated with?

- ☐ a. Dean's Office ☐ b. Applied Data Science (ADS)
☒ c. School of Information (SOI or iSchool)

Which type of SJSU user are you? (Non-Dean's Office)

- ☐ a. Faculty ☐ b. Staff ☒ c. Student

Type of support needed (Unit 3)

- ☐ a. Computer Support ☐ b. Hardware Request ☒ c. iSchool Software / Services ☐ d. Other

Select the specific software or service from the list below:

- ☐ Canvas ☐ Caspio ☐ ChatGPT ☐ VPN ☐ Coursera ☐ ePortfolio ☐ iSchoolAlert
☐ LibGuides ☐ Oracle APEX ☐ Panopto ☐ VoiceThread ☒ WordPress ☐ Zoom ☐ Other

Date & approximate time of the problem

07/20/2026 10:00:00 PM



Choose your Operating System below

- ☐ a) Windows ☒ b) MacOS ☐ c) Linux ☐ d) Other

Which browser are you using?

- ☒ a) Chrome ☐ b) Firefox ☐ c) Safari ☐ d) Edge ☐ e) Brave ☐ f) Other

Course Number and Section, and Instructor Name (if applicable)

INFO 203-13 Steiner

Semester (if applicable)

Fall 2026

Building and Room Number (if applicable)

N/A

For printer issues: Where is the printer located? What is the printer model, if available?

N/A

Description:



Include as many details as possible. Screenshots are VERY helpful in allowing us to quickly assess problems visually. If you are receiving an error message or experiencing strange behavior, please take screenshots and upload them below using the "Attachments" tool. Alternately, you can also upload your screenshots to Google Drive and share links to the images here.

Attachments:

To attach a file, drag and drop the file or click Select File to choose one.

Select File

Drop file here to upload