

ICE IT HELP DESK

How can we help you today?



How to Submit an IT Ticket

1. Go to www.ice.smartanswer.com or click [here](#) to log on to your account.
2. After you log on, click on 'Contact Us' to submit a ticket.
3. Fill out your name, email address and telephone number or extension #.
4. Please choose your request type, i.e. CampusVue issue, server problem, printer toner replacement, etc. and then choose your priority level.
5. You may further describe your support request in the message box. Please provide as much information so an ICE IT support technician can help.
6. Press send to submit your ticket. An ICE IT support technician will be dispatched as soon as possible.

Tickets are worked in order of receipt and priority.

HelpDesk@iceculinary.com • 212-847-0777 • x777