Instructions to open a TDOT Helpdesk Ticket

To Start
Double-click on the Helpdesk Ticket icon on your desktop
Log In

Welcome to IT Services

Your User ID is your JJ#  
(Example: jj00547)

Type in your JJ# and click "Submit"

Next

Search the Transportation IT Services

Click on "Transportation Services Catalog"
Click on "Create TDOT Incident"
Fill out the form and click submit. There is a place at the bottom to add an attachment.

The first line ask for your "user’s account name and/or RACF ID"
YOUR USER ACCOUNT NAME is “your JJ number @tn.gov”
(Example: jj00547@tn.gov)

Note you will recieve an email confirming your help desk ticket.