

5 Hour Maintenance on Request Tracker Sept 13

Request Tracker (RT) is a Problem Ticketing and Workflow System used by the IT Help Desk, Web Services, and several Rice departments. RT will be offline for maintenance on Saturday morning, September 13, between 7:00 and noon. During the five hour maintenance window, the best way to submit a request is by email. Messages sent to helpdesk@rice.edu, webservices@rice.edu, or the other departments using RT will be held in a queue during the maintenance and then released to the RT system when it is back online. Updates will be posted to the IT web site: it.rice.edu.