

# **Request Tracker (RT) Problem System Maintenance is completed.**

## **Maintenance is completed on the Request Tracker (RT) Problem system.**

Any Emails sent to the problem system ([helpdesk@rice.edu](mailto:helpdesk@rice.edu)) were held during maintenance. That email has now been delivered to the RT system, and new tickets have been created from them.

Any users experiencing an issue connecting to RT at <https://help.rice.edu> after this time, should sent an email instead to [helpdesk@rice.edu](mailto:helpdesk@rice.edu). Or users can call the Help Desk at 9:00 a.m. on Monday, Sept. 15th.

Thank you for your patience as we perform important maintenance work on our servers.