How To Create a SPOC Ticket
1. Click the PeopleSoft SPOC icon
2. Type your question/key word in the Knowledge Base area

3. Click the area where you need assistance

4. Click the Next button
5. Enter your name in this field

6. Enter your email address

7. Click the Priority dropdown box and select level of priority
8. Select Office Type* (required field)

9. Select Request Type * (required field)

10. Enter UTSA Phone # * (required field)
11. Type the title of your issue in this field
12. Type in your question
13. Attach files that you would like to submit (This is not a required field)
14. Type the CAPTCHA Verification (no spaces needed)
15. Click the Submit button
Submit a Ticket through SPOC (con’t)

Email confirmation will be sent

Screenshot of ticket submission