

The University of Texas at San Antonio

# UTSA Academic Advising

## Submitting a Ticket to Inspire Support

The instructions below outline how to submit a ticket to Inspire Support to get assistance with an issue/error/question with Inspire.

1. **E-mail** [inspiresupport@utsa.edu](mailto:inspiresupport@utsa.edu)
2. **In the Subject line**, include a brief title that describe the errors/issue/questions (e.g., Issue with Inspire Login; Student Data Missing in Inspire; Inspire Calendar Display Error; etc).
3. **In the message**, include the following information:
  - **Name** – include your first and last name that is in the UTSA system (no nicknames).
  - **Academic Advising Unit/Department** – include the name of the unit/department you work in (no abbreviations).
  - **Phone Number** – include the phone number that you can be reached at (include the area code).
  - **Student Success Unit (SSU)** – include the SSU the error/issue/question is occurring. Some people have access to multiple SSU's and this information helps the technician identify where to assist.
  - **Role** – include your assigned role in Inspire (e.g., Director, Advisor+, Advisor, etc)
  - **Description of the issue/error/question** – include as much detail as possible.
4. **Attach a screenshot** of the issue/error/question. This is very important to include so technology support can see what you are experiencing.
5. After you send the e-mail, you will receive an automatic response from UTSA Support with the following message: *Your request has been received and is being reviewed by our support staff. We will respond to you within 72 hours. To add additional comments, reply to this email.*

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### Additional Notes:

1. Do not e-mail staff directly if you have an Inspire issues/errors. Tickets must be e-mailed to [inspiresupport@utsa.edu](mailto:inspiresupport@utsa.edu). You must submit a ticket to Inspire Support to avoid delays in getting assistance.
2. Allow up to 3 business days for a response to your ticket. Please do not send the same request multiple times if you have not received an immediate response.
3. If you need to add additional comments/information after you submit a ticket, reply to automated email you received from UTSA Support.
4. Any changes to the instructions above will be sent in memo format with approval from the Associate Vice Provost for Student Success.
5. Tip: Consider creating a template using the Signature function in Microsoft Outlook that includes the information you have to include in the message so when you need to submit an Inspire Support ticket you will have the required information already available.