

Entering a Pegasus Ticket for Windows 10 Refresh

The following steps will assist the end user with entering a Pegasus ticket specifically for the Windows 10 CWS Refresh project

Steps To Follow

Log into Pegasus with your VUNet ID and ePassword

1. Next, select Report An Issue, in the gold box, titled Something Is Broken



2. Ensure the Title of this request is labeled as Win10 CWS Refresh

COMMUNICATE WITH THE HELP DESK

Need Help? Review this link: [How To Submit a Self-Service Ticket in Pegasus](#)

⚠ This form is not recommended for urgent issues. If your issue is urgent, please call the Help Desk at 615-343-HELP.

Provide some details about this issue.

Title: * WIN10 CWS REFRESH ←

Description: * PRINTER NOT CONNECTING

Urgency: Something is broken. I cannot work

3. Once all fields are completed, click Submit Communication and obtain your ticket number

↑ Drop files to upload

(or click)

SUBMIT COMMUNICATION