CONNECTING WITH THE WYOCLOUD TEAM

Greetings,

For the last few months, the WyoCloud team has been reviewing the most recent survey results and identifying areas for improvement. The first area of focus was WyoCloud Support and we have streamlined the help ticketing process. Below are the avenues to request support for all WyoCloud related challenges.

1. WyoCloud Support Ticket
   - When submitted the support ticket is automatically assigned to the WyoCloud Systems & Support team
2. WyoCloud-Help@uwyo.edu
   - When an email is received a help ticket is created and assigned to the WyoCloud Systems & Support team
3. UW Help Desk at 307-766-4357, Option #1
   - A UW IT technician can create and submit a help ticket on your behalf

The WyoCloud Team appreciates your suggestions and feedback; please use the WyoCloud Feedback Ticket option to submit your comments.

If you are in need of WyoCloud data and are not sure if a report already exists or need a new report created, please email WyoCloud-Data@uwyo.edu with your request.

For any other questions or concerns, please email WyoCloud@uwyo.edu.

Best,

The WyoCloud Team

Contact Information

The WyoCloud Team:	**Need help with WyoCloud?**
WyoCloud@uwyo.edu	WyoCloud-Help@uwyo.edu
www.uwyo.edu/wyocloud	307-766-4357, Option #1
WyoCloud Feedback Ticket	WyoCloud Support Ticket

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