



[Knowledgebase](#) > [Research Systems](#) > [Submit a Ticket to SOMTech Research Systems](#)

Submit a Ticket to SOMTech Research Systems

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Overview

Below are the instructions for submitting a ticket to SOMTech Research Systems. Following these directions carefully is the most expedient route to make sure your ticket is delivered straight to our group. However, you can also contact the IT Support Center at 804-828-2227 and ask them to put in a ticket to SOMTech Research Systems for you.

Instructions

1. Go to <https://go.vcu.edu/ITSupport>
2. Login to CAS with your VCU eID and eID password (if prompted).
3. Choose the "VCU IT Self Service" role.
4. Click "Enter IT Portal".
5. Click "Submit a Request".
6. Click "School of Medicine" from the left-hand toolbar.
7. Click "SOM Research Systems Support" from the service catalog on the right-hand side.
8. Fill in the requested information. Including a phone number is recommended.
9. Click the "Review & Submit" button at the bottom of the screen.