Cleanroom Ticketing System
At the bottom of each webpage on the Cleanroom website is this link:
If this link works, then you can skip the next 2 slides. If it’s not working for any reason, DO NOT skip the next 2 slides and please submit a ticket following the instructions to let us know the link isn’t working.
Go to ece.byu.edu
Scroll all the way to the bottom and click “Submit Help Ticket”
You will then arrive at this screen:
You can sign into your BYU account first (with your netID and corresponding password, NOT your scheduler credentials nor your CAEDM credentials), which will take you to this screen, showing your current active tickets:

From there you can open a new ticket, or see your already closed tickets, as shown by the buttons.
Or on the support center home screen, you can click “Open a New Ticket” and it will ask you to login with your BYU netID, afterwards you will be redirected to this screen:
Once there, select the drop down menu and click one of the 3 circled options below.

- Select “Cleanroom/Equipment Issues/Karl Suss or Heidelberg” if one of the Aligners or the Heidelberg is having issues.
- Select “Cleanroom/Equipment Issues” if any other machine, pump, chiller, etc. is having issues.
- Select “Cleanroom/Supply Orders” if a chemical/piece of supplies has run out and needs to be restocked.
Anytime we are asked a question or told about an issue in person, the first thing we will ask is: “Did you submit a ticket?”

Unless it is an emergency (ie some sort of leak and/or something putting anyone in danger), the ticketing system is to become the way we find out about issues in the cleanroom.

- It will be much easier to organize our tasks and will ensure that things actually get done.

- If an issue arises and we’re only told in person without a ticket being submitted, there’s a risk that the task will be forgotten while we work on the things for which there is a ticket.

Bottom line: please get in the habit of submitting tickets ASAP 😊 It will significantly increase the efficiency of our work, which will streamline your work as well.