

Getting LF IT Help

General problems and support requests

If you need help with anything IT-related for your LF IT project, please use our Service Desk platform to open a support request:

support.linuxfoundation.org

Choose "Project Services" as your support category and then start typing your question into the field provided. As you type, the system will suggest knowledge base articles that may help you find an applicable self-service solution.

If none of the suggested articles are helping you resolve your problem, please navigate the menus under the input field to select the category that best reflects the nature of your request.

We can help you faster and better if you provide a detailed explanation of the problem in the description field of your new support request. Once you submit the request, you can track its status by selecting "Requests->My Requests" in the top-right of the Service Desk interface. If there are any changes to your request, you will receive an automated email notification.

Our response time to routine support requests will vary depending on the nature of the request and will generally be handled during US business hours.

Urgent problems and system outages

The following are the primary improvements you should expect after migration is complete:

- Single Sign-On with other Linux Foundation sites, using the same LF ID credentials
- Integration with knowledge base articles to help identify possible self-service solutions
- Ability to track all your support requests across various projects via the same service desk interface
- Ability to see public issues created by other members of your project

Linux Foundation IT teams have extensive monitoring and alerting in place that should recognize and escalate system outage reports as they occur. Please check the following site to see if there are known issues affecting LF IT infrastructure:

status.linuxfoundation.org

If you have reason to believe that the problem you are seeing is not covered by any known outage reports, please use the service desk instructions above to create a new issue and pick the "Report a System Problem" as the category. Setting issue urgency to "Critical" will escalate your issue to on-call personnel regardless of the time of day. We ask you to please use this option as your last resort.