

RCSC Information Technology (IT) Ticketing System

Overview and Instructions

RCSC Members,

To improve the overall web support experience and ensure issues are addressed more efficiently, the RCSC Information and Technology (IT) Department will now serve as the primary point of contact for RCSC website questions and TEG-related support requests.

Beginning March 30, 2026, Members should submit a support request through the RCSC IT Ticketing System for the following:

- 1. TEG portal login issues**
- 2. Golf lottery**
- 3. Tee time access**
- 4. Other portal-related concerns**
- 5. General questions or concerns related to the RCSC website**

Members can submit a support request through the RCSC IT Ticketing System, available on the RCSC website.

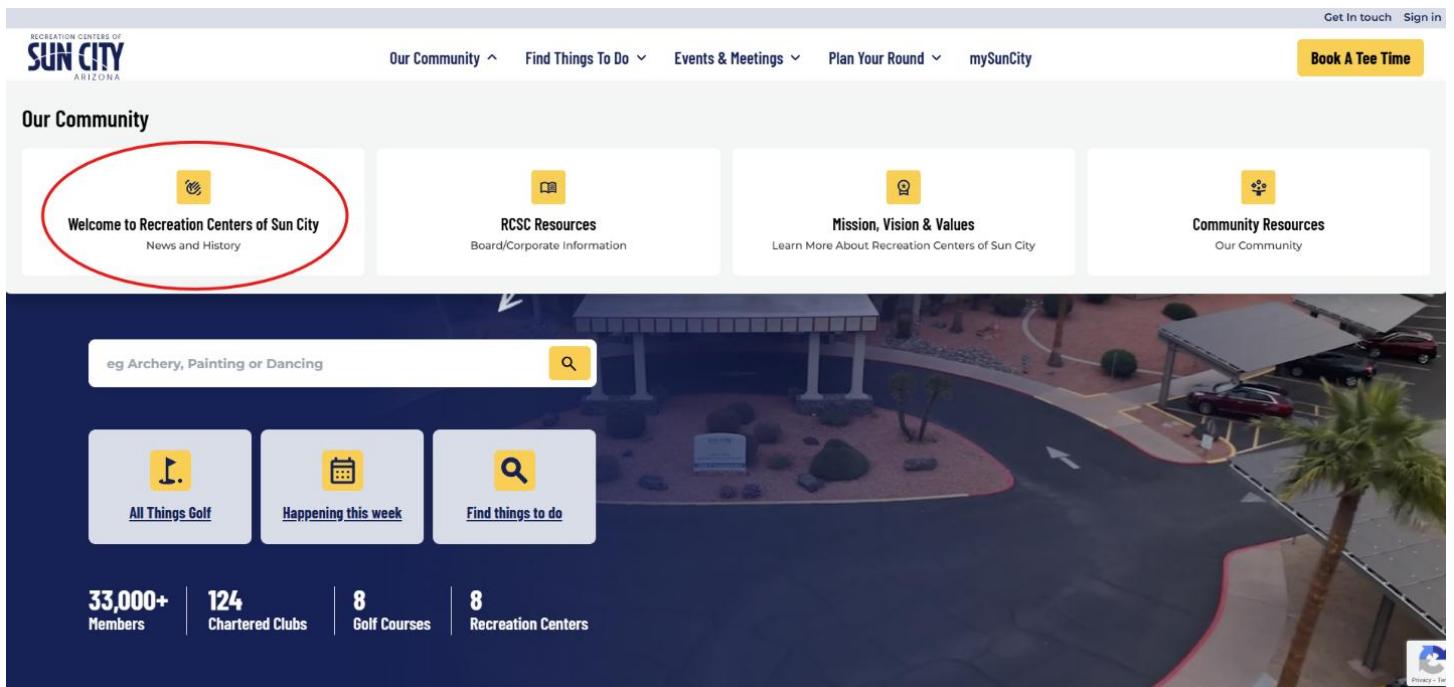
Support Hours:

The RCSC IT Department is available Monday through Friday, 7:00 am to 3:00 pm. Requests submitted outside of these hours will be reviewed and addressed on the next business day.

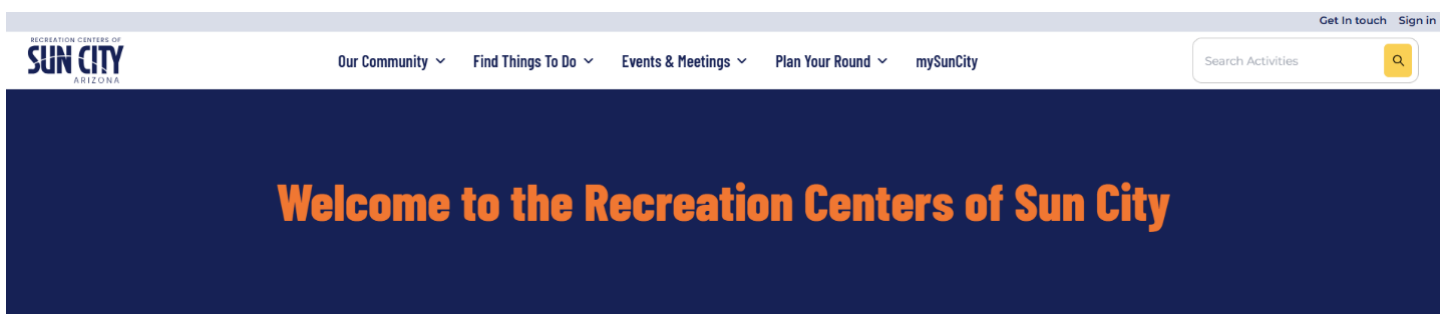
The steps to find the support request link are listed below:

- 1. Go to suncityaz.org**
- 2. Hover over the drop-down menu **Our Community****
- 3. Click on the button **Welcome to Recreation Centers of Sun City****

See screenshots with instructions below



- Click on the button for the RCSC IT Ticketing System



The spot for history, current news, and general information.

[Click here to give general feedback to RCSC regarding staffing, centers, activities, or any other miscellaneous items.](#)

[Click here for the RCSC IT Ticketing System - Members experiencing issues with the TEG portal login, Golf Lottery, Tee Time Access, other portal-related concerns, or Questions or Concerns related to the RCSC website.](#)

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Please Include the following Information:

1. Member email address
2. Member ID
3. Member name
4. Detailed description of the issue

5. Screenshot of the issue (if available)

The screenshot shows a web form titled "New ticket" with the following fields and annotations:

- Enter your email address**: Points to the "Your email address" input field.
- Enter Member ID**: Points to the "Member ID" input field.
- Enter Subject**: Points to the "Subject" input field.
- Type in Details**: Points to the "Details" text area.
- Add attachment**: Points to the attachment icon in the bottom right of the details area.
- Click Submit**: Points to the "Submit" button.

Other visible elements include a breadcrumb "Tickets > New", a "RCSC Members" dropdown menu, and a "Submit" button.

The RCSC IT Department will review each request and coordinate with TEG or the appropriate department as needed to resolve the issue.

Please ensure you have access to the email address provided when submitting your request, as all updates, requests for additional information, and resolution notifications will be communicated via email.

This process will allow us to better track issues, improve response times, and provide clearer communication throughout the resolution process.

Thank you for your cooperation.

RCSC IT Department