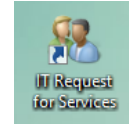


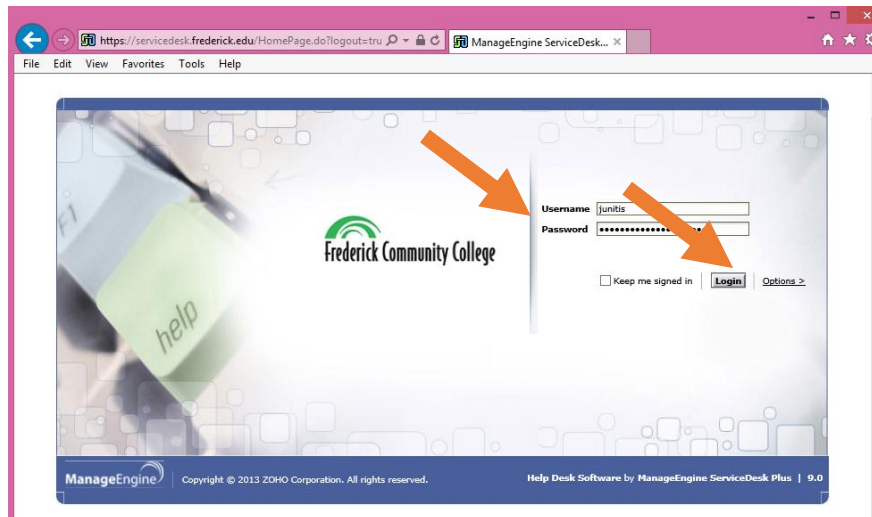
# Service Desk

The IT Department has recently implemented a new ticketing system.

The following seven steps show you how to create a new request.



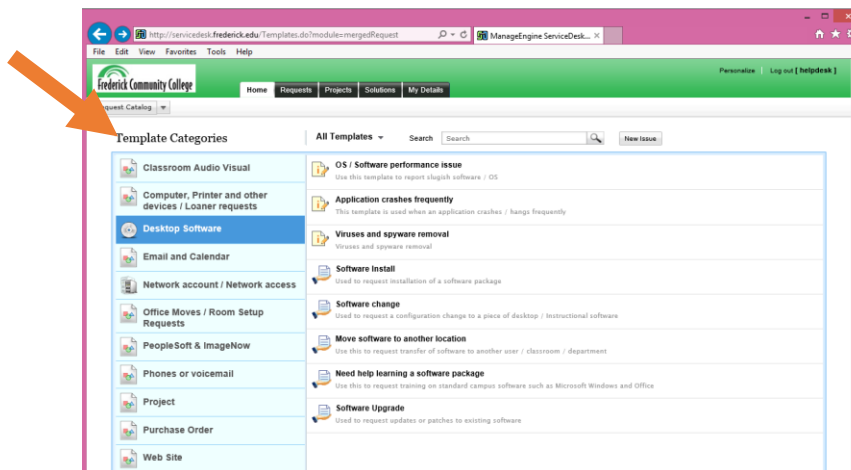
1. You can request IT assistance in two ways:
  - I. Double Click the [IT Request for Services](#) link from your desktop;
  - II. Open your web browser and type <http://servicedesk.frederick.edu> into the address bar and then press Enter.
    - i. Enter your username and password and click Login.



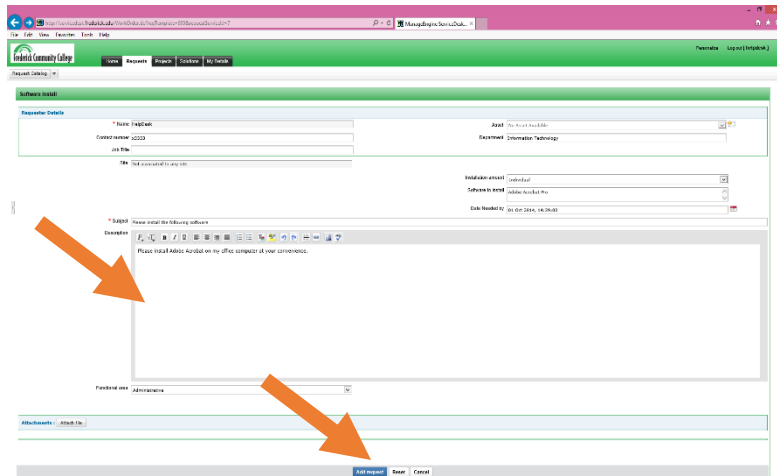
2. Once you are logged in to the Self Service Portal, click [Submit your request](#).



3. Select a template that most closely relates to your request.
  - I. When you click on each of the template categories, you will see more specific options appear to the right.
4. Click on the category that most closely relates to your request. A new template will open.



5. Click on each field, and select an option from the drop down menu, or enter the information that best fits your request.
6. In the Description field, please provide pertinent details. For instance, if you are requesting software, please indicate the software you would like to have installed.
7. Click Add Request.



\*You will receive an email confirmation that your request has been submitted. There will be a link in the email that will take you directly to your ticket so you may monitor the status of your request.

## Viewing Requests and Solutions using the Self Service Portal

1. Log in to access the Self-Service Portal.
  - a. To view your requests;
    - i. View the requests in My Requests Summary section on the Home Page; OR
    - ii. Click the Requests Tab to see more detailed request information.
  - b. To peruse Self Service Solutions (a.k.a Frequently Asked Questions);
    - i. View the Popular Solutions section on the Home Page; OR
    - ii. Click the Solutions Tab to see a variety of common Self Service Solutions.

