

IT Support Request Website – End User Guide



Purpose - Learn how to use the IT Request site. From Home: ithelp.utoledo.edu or UT Desktop icon:

Watch video demo* – [Click Here \(5min\)](#) *Requires flash player. May not be compatible on iphone/ipad

1. Follow IT System Outage Notifications

- Visit this site to view timely updates about IT Systems e.g. planned outages, scheduled upgrades
- Contact the **Help Desk 24/7 via email** or **call 419-530-2400/419-530-2400** or **submit Request online**
- Log in periodically – IT will provide an all-clear message once the problem has been resolved
- This will be used only for widespread issues that affect several users e.g. an application is down

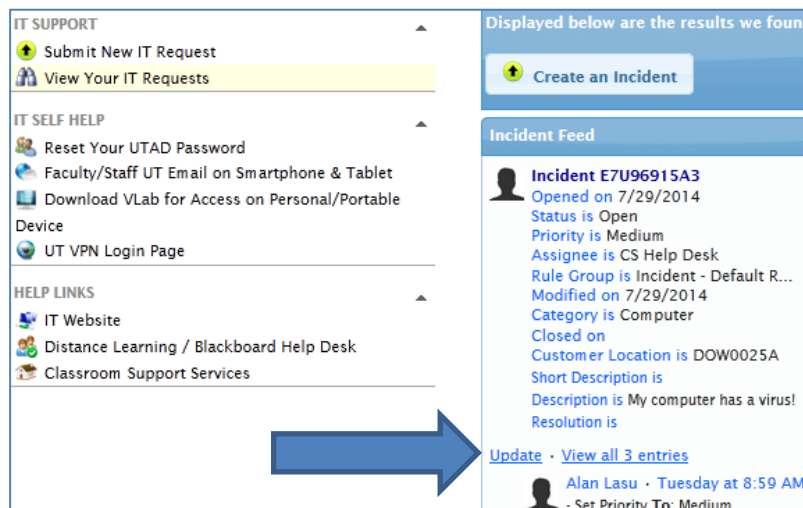
2. Submit New Ticket



- On the left side of the screen, click “Submit New IT Request”
- Required information: category, campus, office location and phone number
- Describe your IT issue or request
- To look up your computer tag number:
 - Use it to visit [What's My Computer Name?](#). Your tag number will display.
 - Alternatively go to “Start”. Right click “Computer”, look for your computer name
 - Finally, some computers have the tag number on a sticker affixed to the base of the monitor

3. Update a submitted Ticket

- Click “View Your IT Requests”. All your submitted requests display
- Locate your ticket or type a search keyword e.g. if it was about a computer virus, type “virus”
- Click “Update” and type in the new or desired additional information. Click “Update” to save



The screenshot shows the IT Support website interface. On the left, a navigation menu is visible with the following sections:

- IT SUPPORT**
 - Submit New IT Request
 - View Your IT Requests** (highlighted)
- IT SELF HELP**
 - Reset Your UTAD Password
 - Faculty/Staff UT Email on Smartphone & Tablet
 - Download VLab for Access on Personal/Portable Device
 - UT VPN Login Page
- HELP LINKS**
 - IT Website
 - Distance Learning / Blackboard Help Desk
 - Classroom Support Services

On the right side, the main content area displays:

- A button labeled "Create an Incident".
- An "Incident Feed" section showing a single entry:
 - Incident E7U96915A3**
 - Opened on 7/29/2014
 - Status is Open
 - Priority is Medium
 - Assignee is CS Help Desk
 - Rule Group is Incident - Default R...
 - Modified on 7/29/2014
 - Category is Computer
 - Closed on
 - Customer Location is DOW0025A
 - Short Description is
 - Description is My computer has a virus!
 - Resolution is
- Below the incident entry, there are links for "Update" and "View all 3 entries".
- At the bottom, a user profile for Alan Lasu is shown, with the text "Tuesday at 8:59 AM" and "- Set Priority To: Medium".

A large blue arrow points from the "View Your IT Requests" menu item to the "Update" button in the incident feed.