



Division of Technology and Advanced Solutions

How to Enter and View IT Tickets

To access the IT Helpdesk Portal go to the website <https://ithelp.utoledo.edu> or click the IT Help Desk Icon on



HOW TO SUBMIT A NEW TICKET

1. On the left side of the screen, click “Submit New IT Request” 
2. Enter the required information: category, campus, office location and phone number
3. Describe your IT issue or request
4. To look up your computer tag number:
 - Use the “Show My Computer Name” link. 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

HOW TO UPDATE A SUBMITTED TICKET

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

