



ITS D

Service Portal

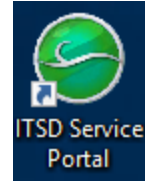
ITSD Service Portal Features

- Better layout means less time wasted
- Submitting issues and request to ITSD has never been easier
- Benefit from the improved interaction with your IT staff
- See ANY state-wide active IT related problems
- Skip the wait entirely by finding answers to many questions and issues yourself

A decorative graphic consisting of several overlapping, wavy blue lines that flow from the top right towards the bottom right of the page. The lines vary in opacity and thickness, creating a sense of movement and depth.

Getting Started

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- Click this icon on your desktop
 - This links to this site:
<https://itsdserviceportal.state.mo.us/CherwellPortal/winlogin>
- This page will appear

A screenshot of the ITSD Service Portal homepage. The page features a dark blue header with the ITSD Service Portal logo on the left and a user profile for "Pinnon, Bryan" on the right. Below the header is a navigation bar with links for Home, Browse Service Catalog, My Open Tickets, My Closed Tickets, and ITSD Resources. A search bar is located on the right side of the navigation bar. The main content area is divided into three columns. The left column is titled "Report an Issue" and includes a description and a "Report an Issue" button. Below this is a "Top Issues" section with links for "Forward Billing Issues", "Computer Equipment Issue", "Email Issue", and "Network Performance Issue". The middle column is titled "Make a Request" and includes a description and a "Create a Request" button. Below this is a "Top Requests" section with links for "Request New Computer Equipment", "Request/Debit Employee Account", "Request New Computer Software", and "New Employee Request". The right column is titled "My Open Tickets" and includes a list of "My Requests" (12), "My Incidents" (2), and "Watched Issues" (0). Below this is a "Search for Answers" section with a description and a search bar.