

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.

**Make a Request**

# Make a Request

- Do you need hardware or software? Do you need equipment or access to files?
  - Click on the Make a Request option

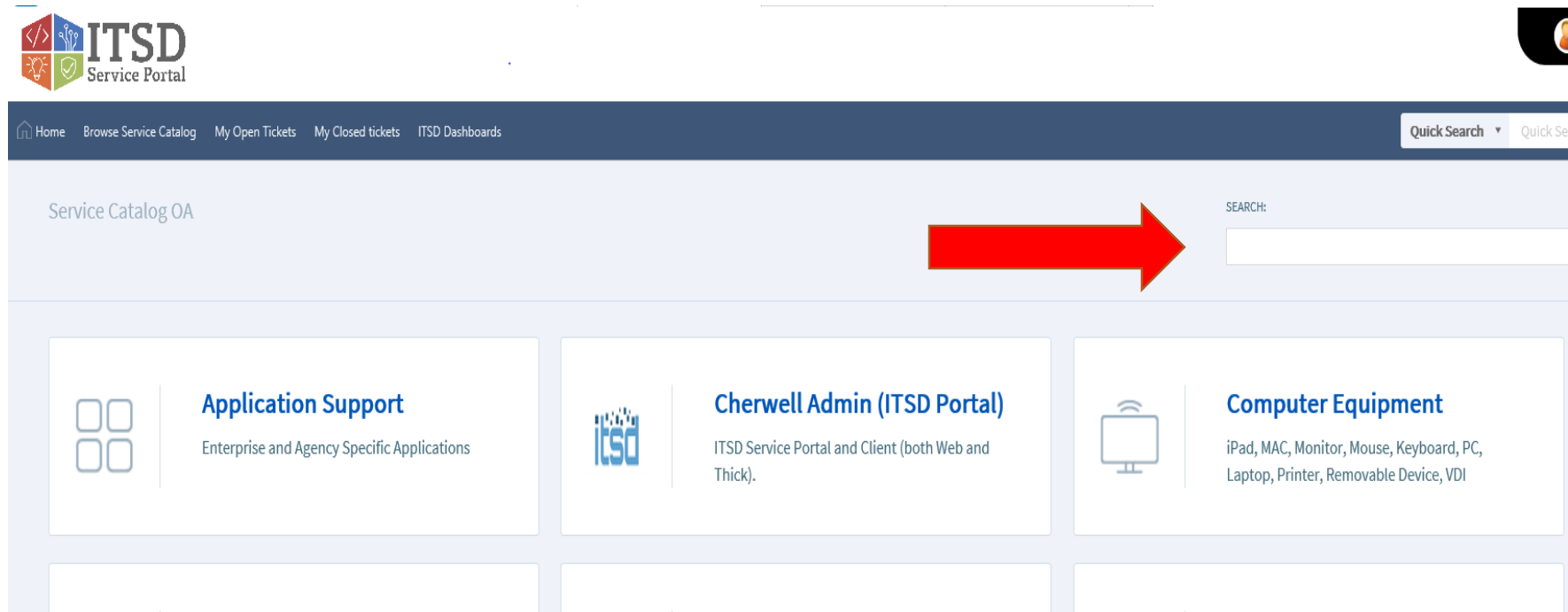


sts listed below



# Make a Request

- You can either choose from the menu of Services or you can type in the Search, a few words about what you are requesting.
- To quickly search for what you are needing, simply type in the Search box just above the list of Services.
  - Be sure to NOT type in the Quick Search box.



The screenshot displays the ITSD Service Portal interface. At the top left is the ITSD Service Portal logo. Below it is a navigation bar with links for Home, Browse Service Catalog, My Open Tickets, My Closed tickets, and ITSD Dashboards. On the right side of the navigation bar is a Quick Search dropdown menu. Below the navigation bar is a search box labeled "SEARCH:" with a red arrow pointing to it. Below the search box is a grid of service catalog items:

- Application Support**: Enterprise and Agency Specific Applications
- Cherwell Admin (ITSD Portal)**: ITSD Service Portal and Client (both Web and Thick).
- Computer Equipment**: iPad, MAC, Monitor, Mouse, Keyboard, PC, Laptop, Printer, Removable Device, VDI

# Examples of Requests to Search

- New Monitor
- New User
- User Access
- Request Software
- VPN
- New iPhone
- Mailbox Size Increase

# Make a Request

- Once you have found the item you are requesting:
  - Please provide a few details about your request
    - Provide a Detailed Description
    - Provide a good way for us to contact you
    - Fill in any additional fields displayed
- Click Submit when finished

## Request New Monitor

Reminder: Do NOT put sensitive information in ticket--NO encryption

Please fill out the following information:

Detailed Description:

Callback Information (Phone Number or Email):