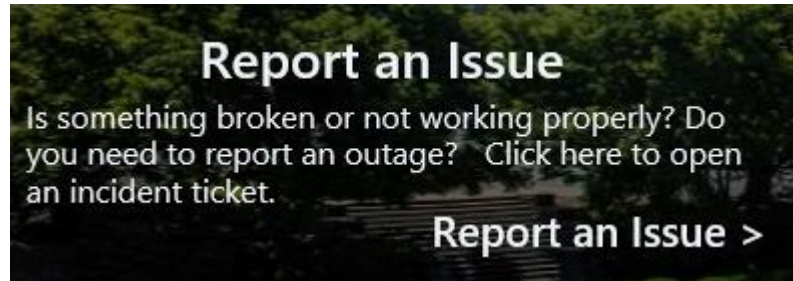


The background features a light gray grid pattern. On the right side, there are decorative blue wavy lines that curve across the top and bottom of the page. The main text is centered horizontally and reads "Reporting an Issue" in a large, bold, black sans-serif font.

Reporting an Issue

Report an Issue

- Is something broken or not working properly?
 - Click on the Report an Issue option

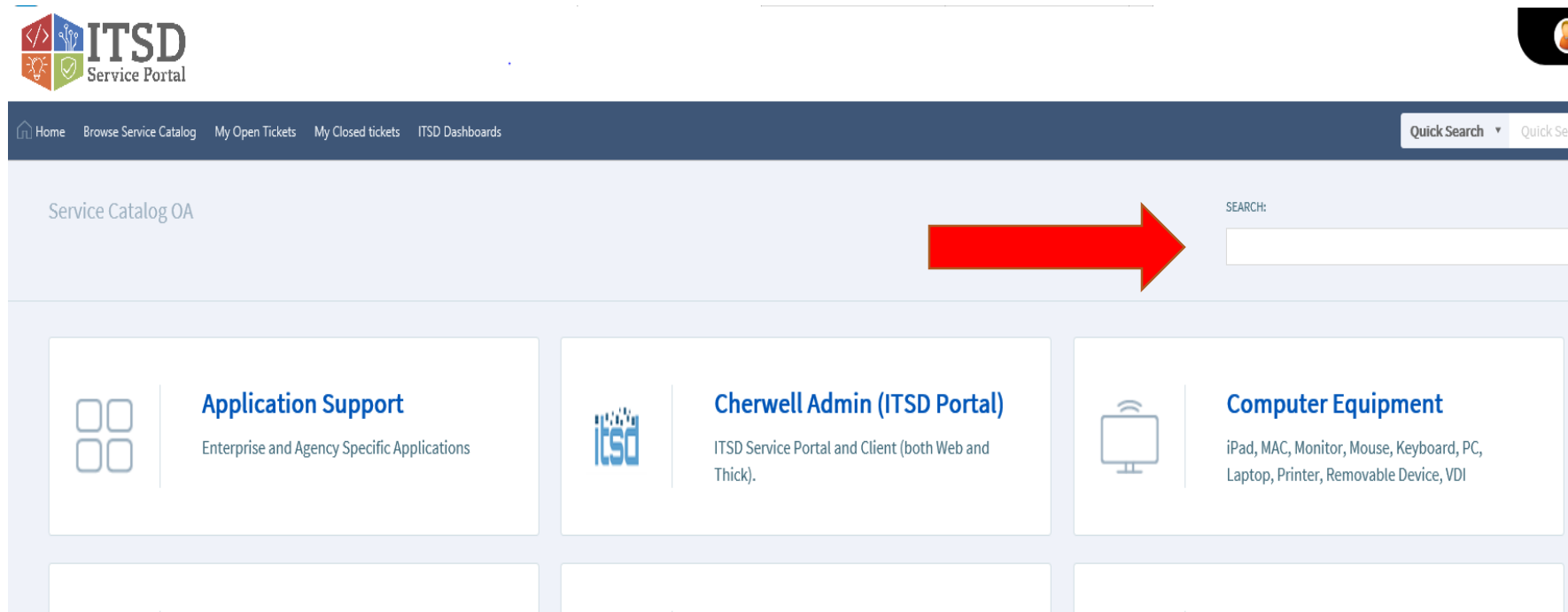


Issues listed below



Report an Issue

- You can either choose from the menu of Services or you can type in the Search, a few words about what you are reporting an issue about.
- To quickly search for your issue, 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 Issues to Search

- Monitor
- Printing Issue
- Network Outage
- Blocked Website
- Spam Email
- Password Reset
- Computer Issue

Report an Issue

- Once you have found the item you are reporting an issue on:
 - Please provide a few details about the issue you are having
 - Answer the 2 Yes/No questions at the top
 - Provide a Detailed Description
 - Provide a good way for us to contact you
 - Fill in any additional fields displayed
- Click Submit when finished

Computer Equipment - PC/Laptop - Submit Incident

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

Please describe the issue you're having:

Does this affect multiple users? Yes No Does this prevent you from doing your work? Yes No

Detailed Description:

Callback Information (Phone Number or Email):

Submit