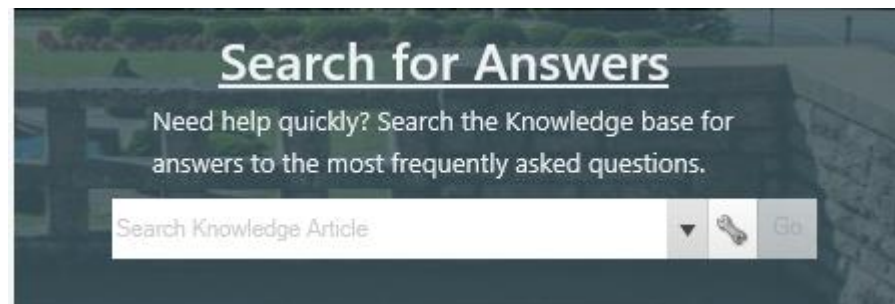


Search for Answers

Search for Answers

- The ITSD Service Portal will have a constantly growing Knowledgebase of articles designed to allow you to find quick answers to IT issues you may be experiencing.
- To search for an article:
 - Click in the Search Knowledge Article Box



looking for help with.

Search for Answers

- Look through the list of search results.
- Click on any article that relates to what you are looking for.
- Interact with the article through the “Did this resolve your issue” section.
 - Yes
 - This lets us know that this document is helpful and should be kept in the system.
 - No – log my issue
 - This lets us know that the document may need improved and it walks you through logging a ticket to IT staff to help get your issue resolved.
 - Add a Comment
 - If you find something in the article that needs updated please let us know by adding a comment.

Did this resolve your issue?

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