



# Tracking your IT Issues and Requests

# Tracking your IT Issue or Request

- Once you have submitted an issue you can easily track it through its completion.
- Ways to track your reported IT issue or Request:
  - Confirmation email
  - ITSD Service Portal home page

# Tracking your IT Issue or Request

- Confirmation email
  - Anytime an incident or request is logged by you or for you, an email will be sent to you.
  - To track your issue or request, simply click the link within the email as shown below.

Service Request 16890

We are pleased to inform you that your request has been added to the ITSD Service Portal. Your record ID is **16890**. Please retain this number for reference purposes. An ITSD technician will contact you soon.

Please do not hesitate to contact the Service Desk if you have any questions. You can also add a comment on your request by clicking the the following link to the Customer Portal: [Service Request 16890](#).



Incident Description:  
Test

# Tracking your IT Issue or Request

- ITSD Service Portal home page
  - Your currently open Issues and Requests are separated to make them even easier to find.
  - To track your IT Issue that you have submitted, simply click the number next to “My Incidents”
  - To track your Requests, simply click the number next to “my Requests”



are wanting to track

# Tracking your IT Issue or Request

- From the same screen you can also:
  - View notes

Home Browse Service Catalog My Open Tickets My Closed tickets ITSD Dashboards Quick Search Quick Search

Edit Save Abandon Lookup (0) Record 12 of 12

## Service Request 17167

New Assigned In Progress Resolved

Submit Request

Description:

They should be called Test Customer - DHSS, Test Customer -DED, etc. These will be used until we go live.

Your Service Request is owned by:  
Team: AppSpt.Cherwell

Notes Additional Information

Records 1 - 2 of 2 Page 1 of 1 All

Type	Created
<input checked="" type="radio"/> Journal - Mail History	4/17/2018 2:
<input type="radio"/> Journal - Mail History	4/17/2018 2:

## Incident 14273

**Pending - Waiting on equipment**

# Tracking your IT Issue or Request

- From this screen you can do the following actions by clicking the corresponding buttons:
  - Add Comments
    - Sends a message to the Technician/Team your incident or request is assigned to
  - Attach Files
  - Withdraw your Incident/Request

## Incident 15802

New

Assigned

In Progress

Resolved

Network Performance/Outage

Description:

Problem 10288 (Multiple Agencies & Sites - Network Outage (TEST)) affects me too! Submitted via the Company Portal by Rehagen, Travis on 2018-03-14T09:16:01.

Your Incident is owned by:

Team: EUS.Central.OA.Tier II

Add Comment

Attach File

Withdraw Incident

Total Attachments: 0