

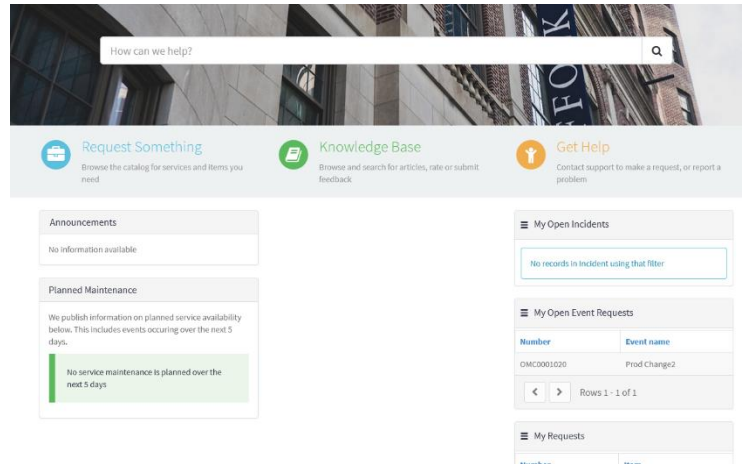
Suffolk Service Portal

Get Help

Go to www.suffolk.edu/its

Login to the Service Portal with your Suffolk credentials

If you are experiencing a tech problem, Choose Get Help on the Service Portal Home page:



The Report an Incident Form appears

Report an Incident to ServiceDesk

Report an Incident with your IT Services

Incidents are any unplanned interruption to an IT service or reduction in quality of an IT Service. Includes:

- Hardware. "My laptop won't turn on."
- Software. "My emails don't open correctly."
- Network. "I'm getting an error when accessing a shared drive."

Urgency ?

3 - Low

Requested by

Demo Documentation

User Information

* Requested for

Demo Documentation

Title

Job Title

Department

ITS-infrastructure

Email

ddocumentation@suffolk.edu

Phone number

617-573-1234

Location

* Manager

Demo Gina Doherty

Item Level Information

* Please describe your issue below ?

Submit

Required information

Please describe your issue below

Choose the level of urgency. Your Name, title, department, email and phone number will autopopulate.

If you are submitting for someone else, Type in the users name under Requesting for – this will autopopulate:

* Requested for

Title

Job

Type in your issue as detailed as possible including a number we can reach you at if you are off site. Click Submit.

This will submit a ticket to the Suffolk Service Desk and a technician will be assigned. You can follow the progress of this ticket from the Service Portal Home Page

How can we help?

Request Something
Browse the catalog for services and items you need

Knowledge Base
Browse and search for articles, rate or submit feedback

Get Help
Contact support to make a request, or report a problem

Announcements
No information available

Planned Maintenance
We publish information on planned service availability below. This includes events occurring over the next 5 days.
No service maintenance is planned over the next 5 days

My Open Incidents

Number	Short Description
INC0217041	I spilled coffee on my laptop and now it will not turn on

< > Rows 1 - 1 of 1

My Open Event Requests

Number	Event name
--------	------------