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
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

type
  Demo Documentation

Title

T
  gina d|

Job

D
  Demo Gina Doherty

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.