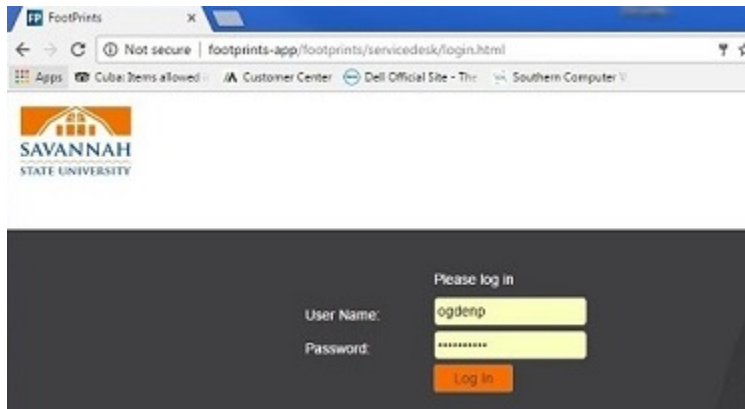
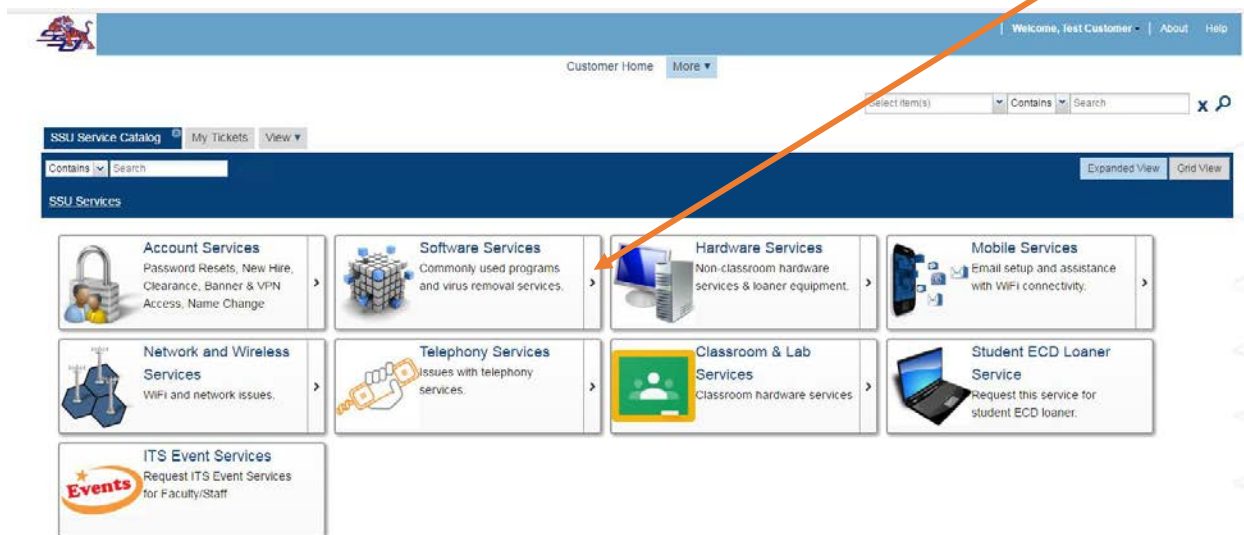


How to Submit a Service Desk ticket?

Step 1. Login to system using username and password (same as network login/password). Link can be found on ITS Website under [Service Desk - Faculty/Staff](#)

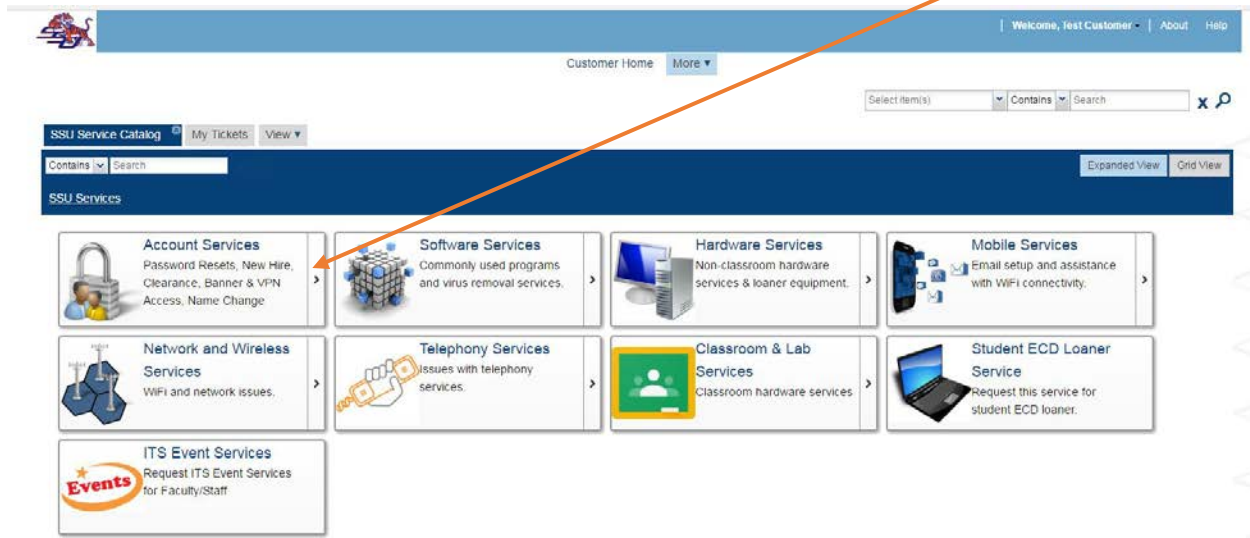


Step 2. Select **Service Catalog** appropriate to your Service Desk needs. Items with arrows to the right of each service contains additional catalog items.

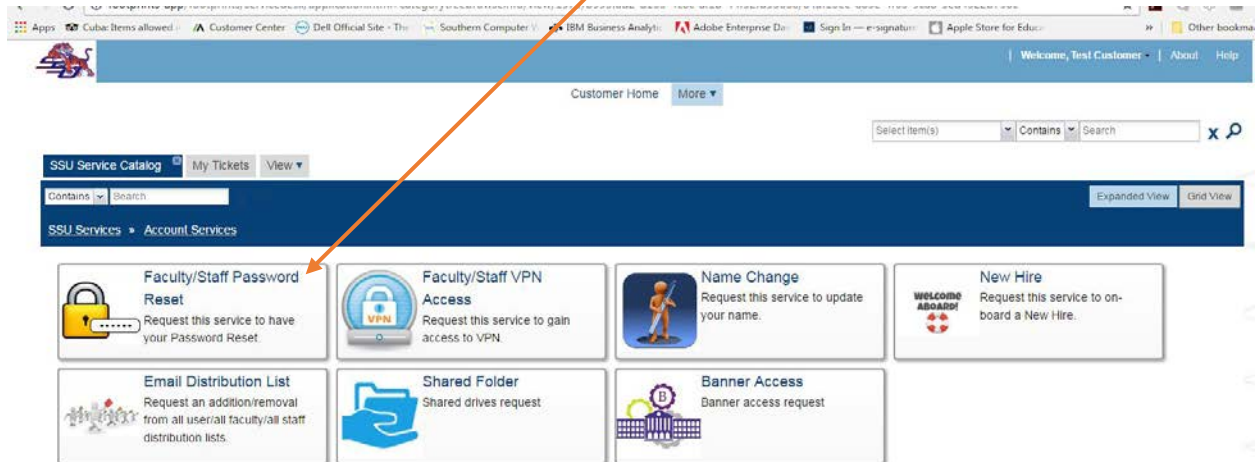


How to Submit a Service Desk ticket?

Step 3. Click Service Catalog > to select appropriate service (in this example *Account Services* is selected)



Step 4. Select service > (in this example *Faculty/Staff Password Reset*)



How to Submit a Service Desk ticket?

Step 5. Click **Request Service** > provide a Description

SSU Service Catalog | My Tickets | View: Service | View

Edit | Print | Request Service | Actions

Service Info

Attachments

Service Info

Service Name:
Faculty/Staff Password Reset

Service Information:

Please be sure to provide us with your User ID.

Step 6. Click **Submit**

SSU Service Catalog | My Tickets | View: Service | New: Ticket 1 | View

Submit | Save | Refresh | Print | Actions | Templates

Ticket Information

Attachments

Ticket Information

Ticket Number: Short Description*:
Password Reset

Status: Request Alternate Phone Number: Created On:

Description*:
Copy from: Knowledge Base

Format | Font | Size | A | A

Password Reset

You will receive email notification from Service Desk that your request has been received along with a ticket #.

Step 7. Click **X** to close out open Ticket

Step 8. To Logoff > Select **Welcome, Your name** in the top right corner – Click **Logout**

