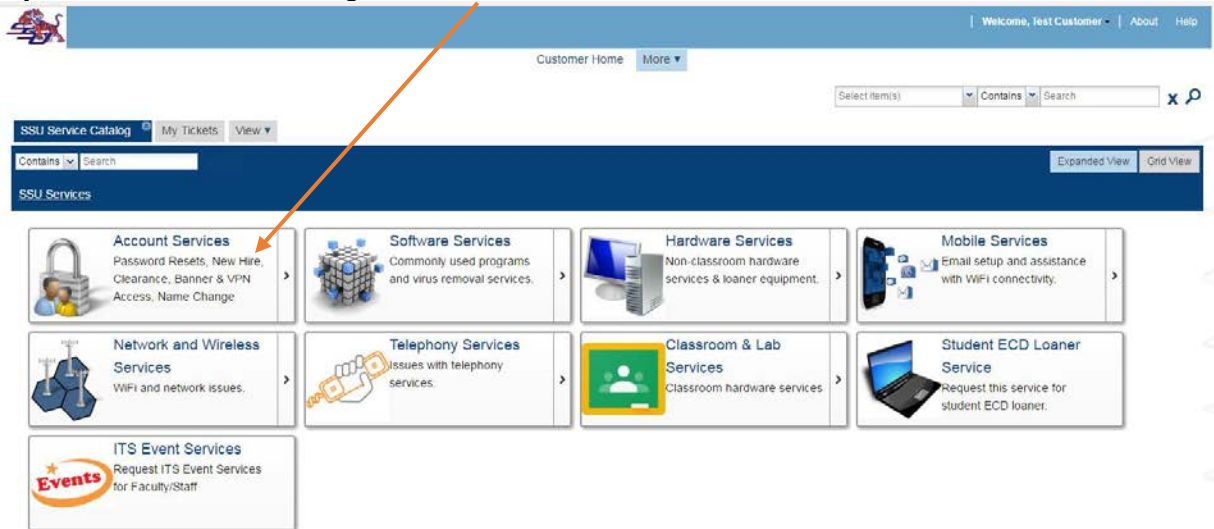
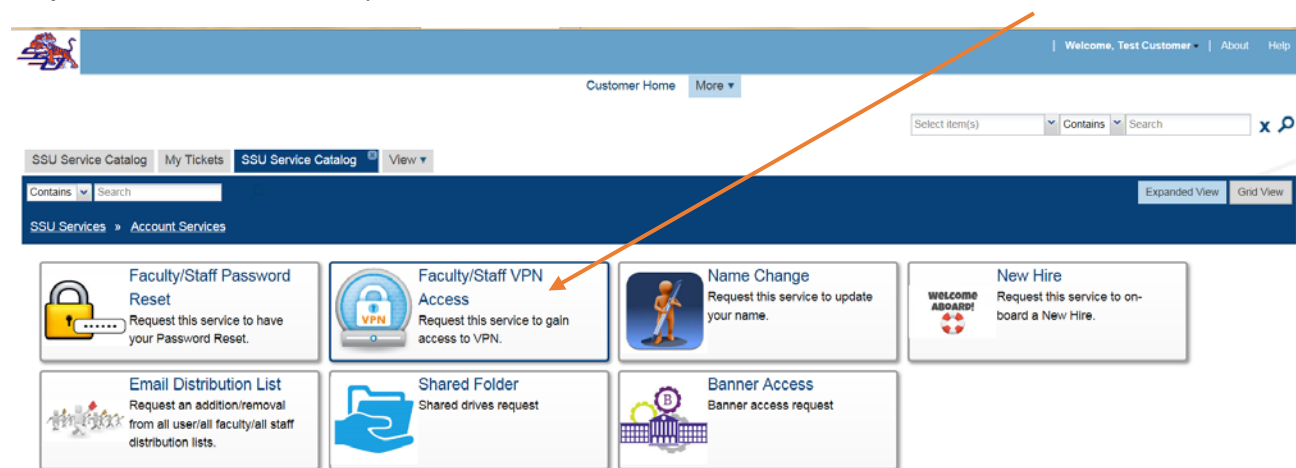


How to submit a VPN Service Request

Step 1. Click Service Catalog > Account Services

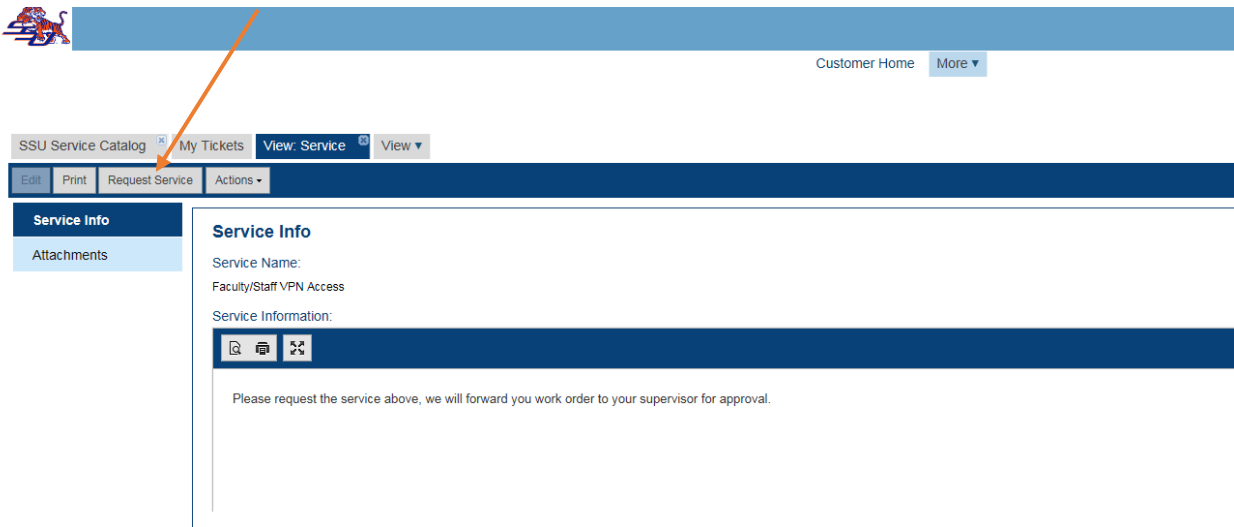


Step 2. Select service > Faculty/Staff VPN



How to submit a VPN Service Request

Step 3. Click **Request Service** > provide a Description



Customer Home More ▾

SSU Service Catalog My Tickets View Service View ▾

Edit Print Request Service Actions ▾

Service Info

Attachments

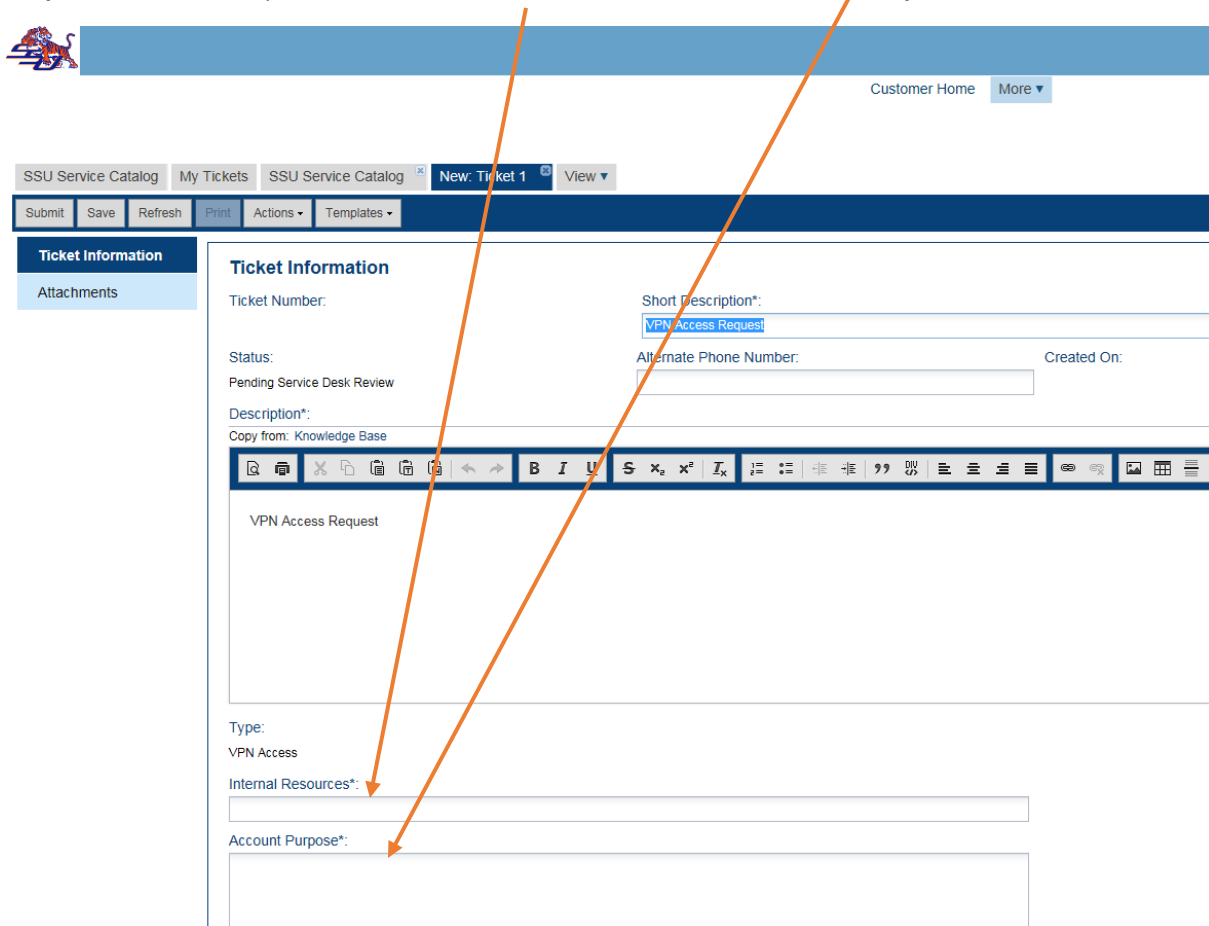
Service Info

Service Name:
Faculty/Staff VPN Access

Service Information:

Please request the service above, we will forward you work order to your supervisor for approval.

Step 4. Fill out the required text boxes **Internal Resources** and **Account Purpose**



Customer Home More ▾

SSU Service Catalog My Tickets SSU Service Catalog New Ticket 1 View ▾

Submit Save Refresh Print Actions ▾ Templates ▾

Ticket Information

Attachments

Ticket Information

Ticket Number: Short Description*:
VPN Access Request

Status: Pending Service Desk Review Alternate Phone Number: Created On:

Description*:
Copy from: Knowledge Base

VPN Access Request

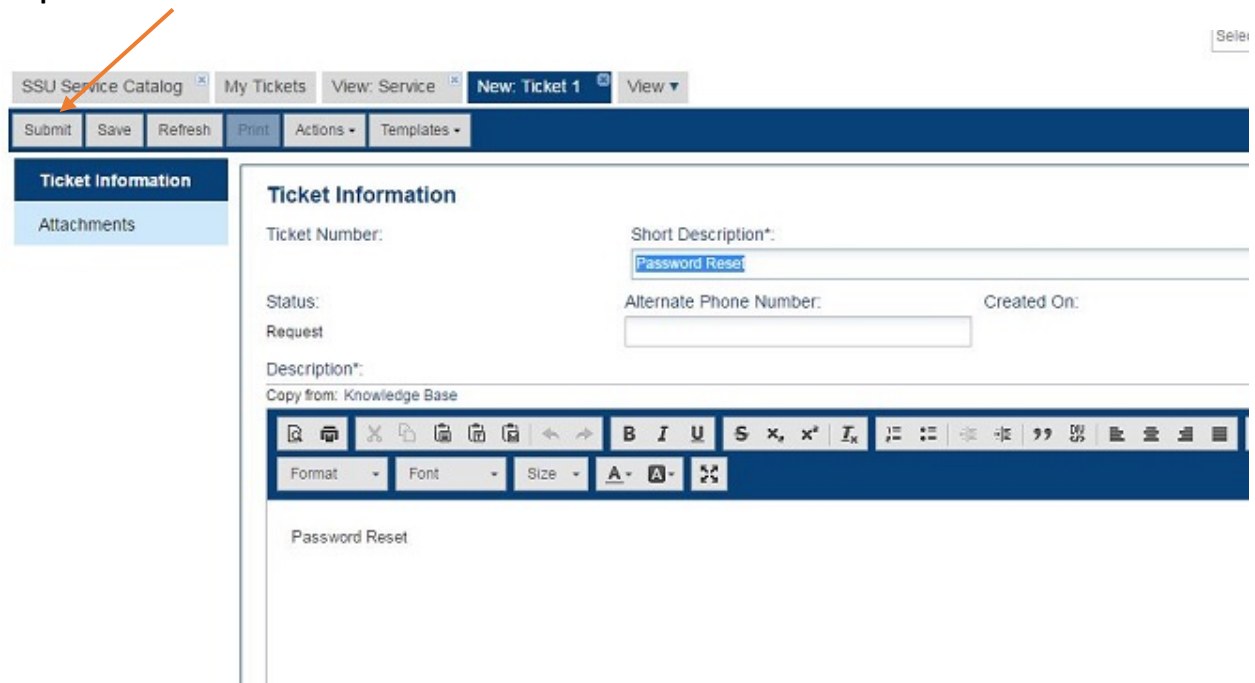
Type:
VPN Access

Internal Resources*:

Account Purpose*:

How to submit a VPN Service Request

Step 5. Click **Submit**



The screenshot shows a web interface for submitting a service request. At the top, there are tabs for 'SSU Service Catalog', 'My Tickets', 'View: Service', 'New: Ticket 1', and 'View'. Below the tabs is a navigation bar with buttons for 'Submit', 'Save', 'Refresh', 'Print', 'Actions', and 'Templates'. An orange arrow points to the 'Submit' button. The main content area is titled 'Ticket Information' and contains the following fields:

- Ticket Number: (empty)
- Short Description*: Password Reset
- Status: Request
- Alternate Phone Number: (empty)
- Created On: (empty)
- Description*: Copy from: Knowledge Base

Below the description field is a rich text editor with a toolbar containing icons for bold, italic, underline, strikethrough, link, unlink, bulleted list, numbered list, indent, outdent, and undo. The text 'Password Reset' is entered in the description field.

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