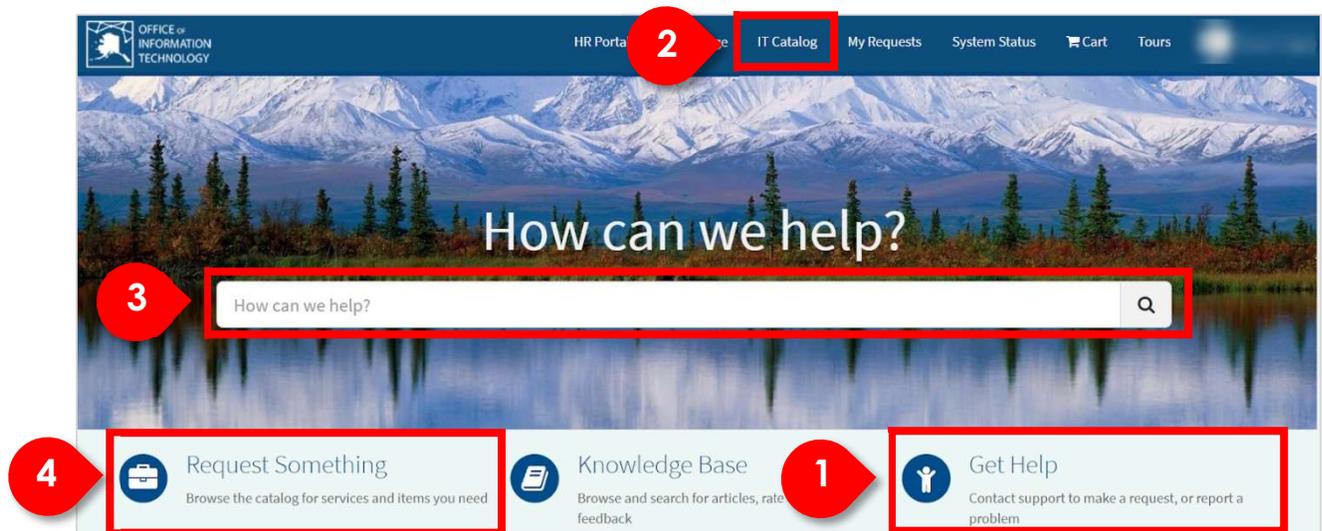


The AlaskaNow IT Service Portal – Here’s Some Help

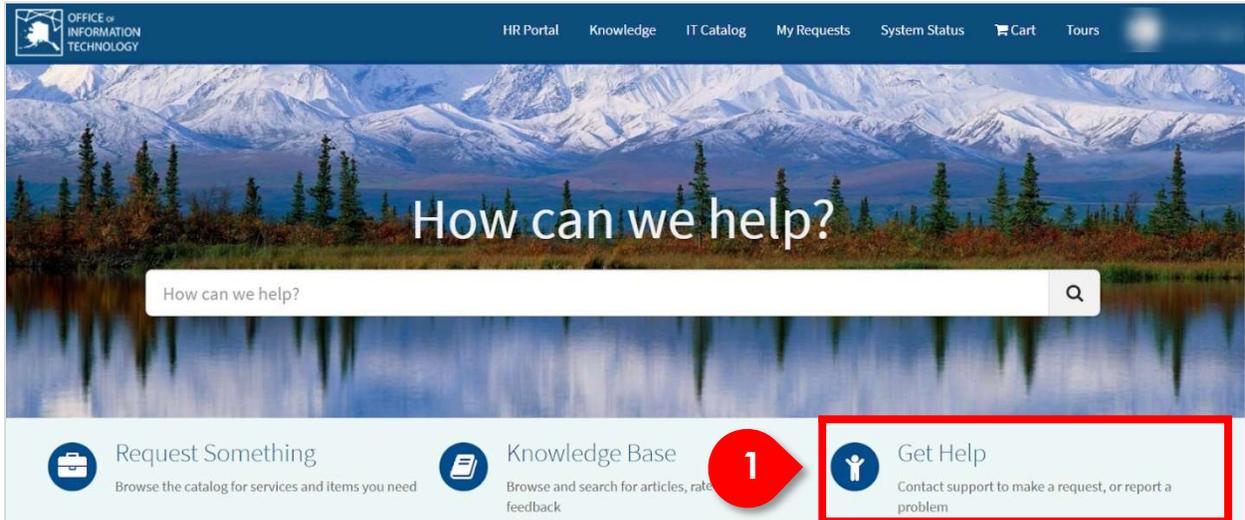


The IT Service Portal will become the most common place to submit a request or a help ticket.

The portal offers several methods to locate and submit a request or to submit a help ticket:

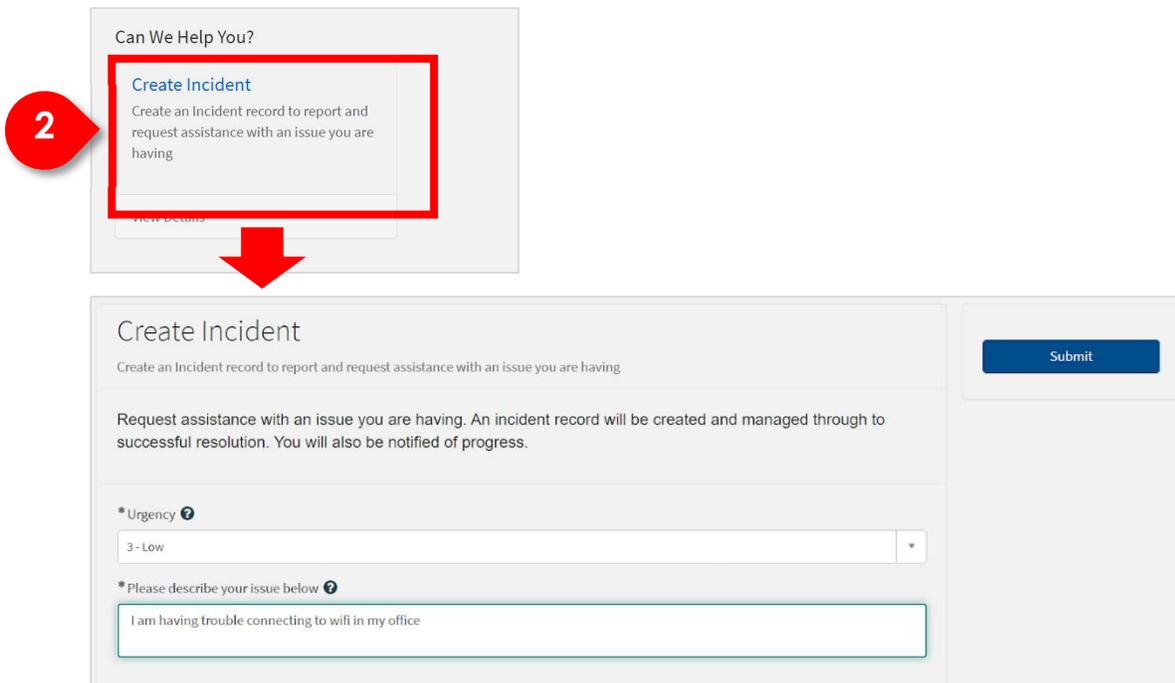
1. Clicking on **Get Help** will take you to the place in the catalog where the catalog item for creating a help ticket resides.
2. Clicking the **IT Catalog** link in the top navigation bar will take you to the catalog to request a catalog item.
3. Typing in the **auto-search bar** will return a list of catalog items that match the search criteria.
4. Clicking the **Request Something** link will take you to the catalog to request a catalog item.

Submitting a Help Ticket from the Portal



The Service Portal will become the most common place to submit a help ticket.

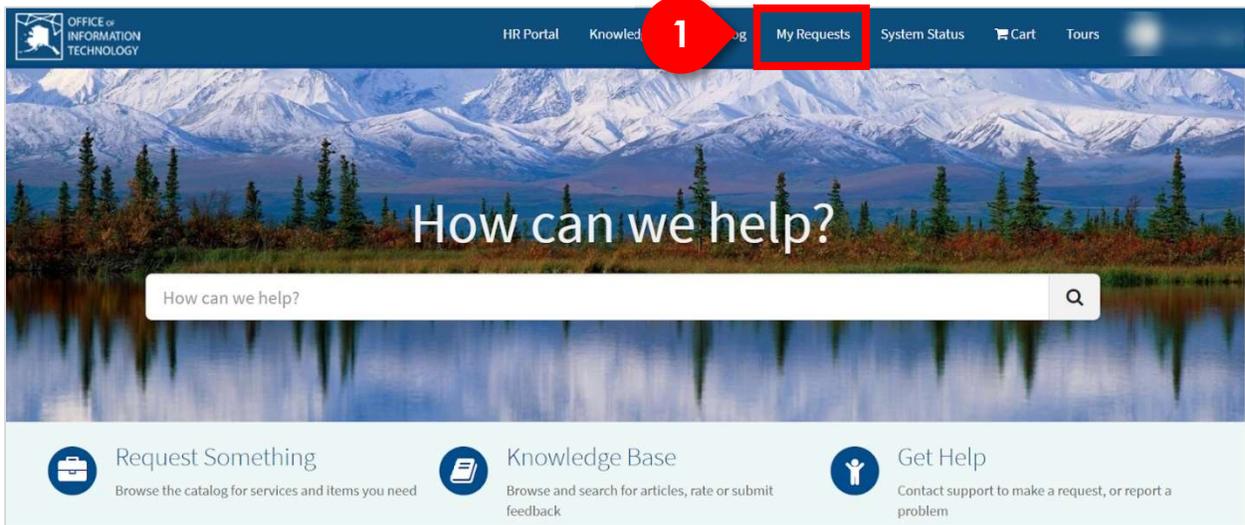
1. Clicking on **Get Help** will present the catalog category page and the Create Help ticket catalog item.



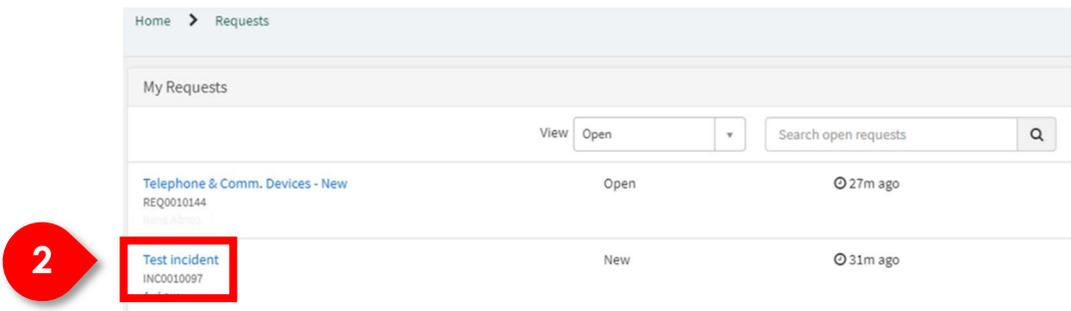
2. Clicking on the **Create Help ticket** catalog item presents the Create Help ticket form.

The form has been designed to capture basic information and allow the user to declare the urgency of their issue.

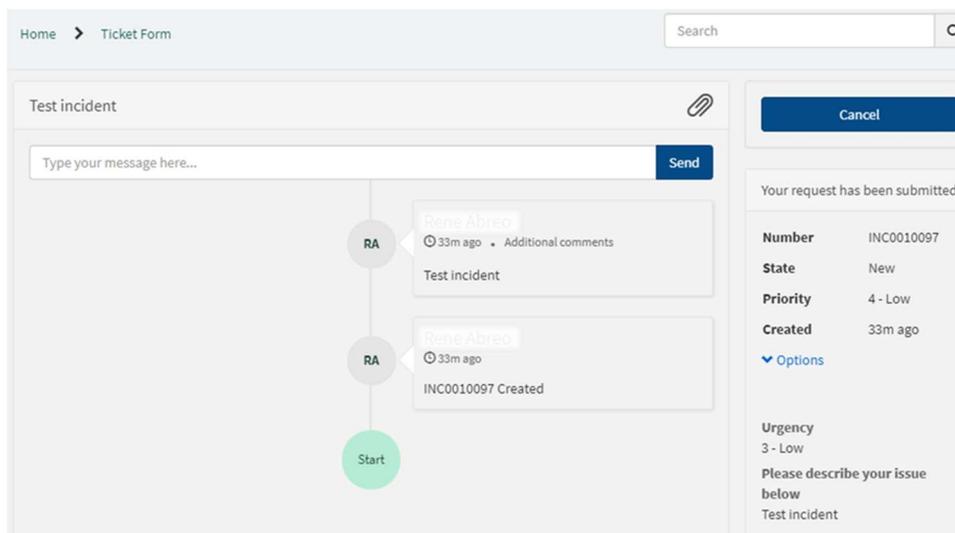
Viewing the Status of Your Help Ticket or Request



1. Clicking on **My Requests** presents a list of your requests and help tickets.



2. Clicking on a specific item presents the status of that item.



Submitting a Request from the Portal using Search



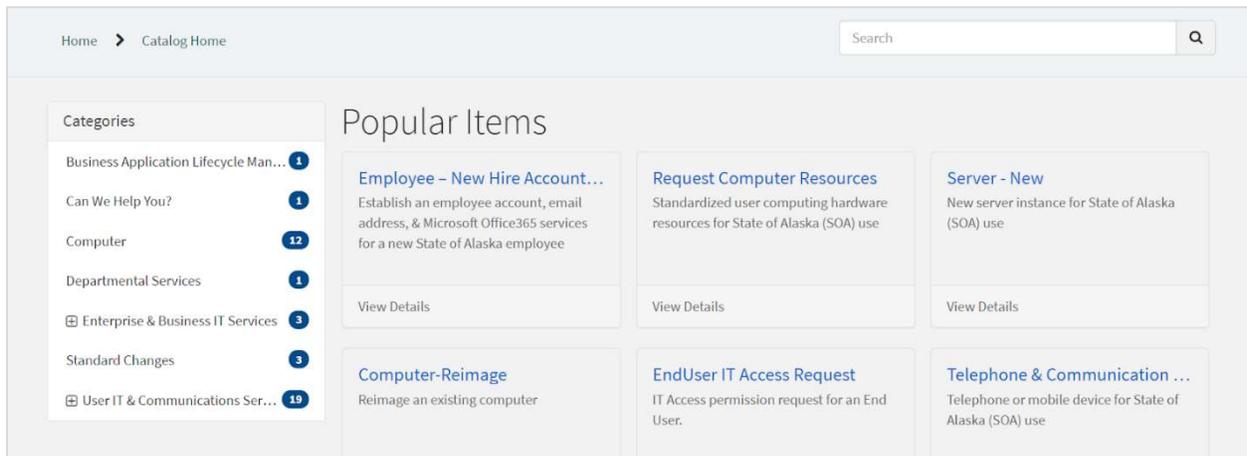
The search function from the main Service Portal page is designed to search the catalog and knowledge base.

This is useful when you may not know exactly what you are looking for, AlaskaNow intelligently uses what you enter to find what is available.

To search, type the search keyword in the **search box** at the top right and click on the search icon.

Selecting a catalog item in the search list will take you to the form for requesting that item.

Submitting a Request from the Portal using Catalog link or Request Something Link



When clicking the Catalog link or Request Something link, you are directed to the main catalog category page.

From this page you can click each category on the left and view the associated catalog items on the right.

Selecting a catalog item on the right will take you to the form for requesting that item.