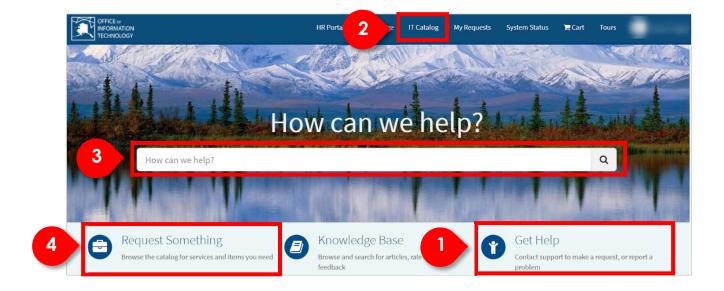
## The AlaskaNow IT Service Portal – Here's Some Help

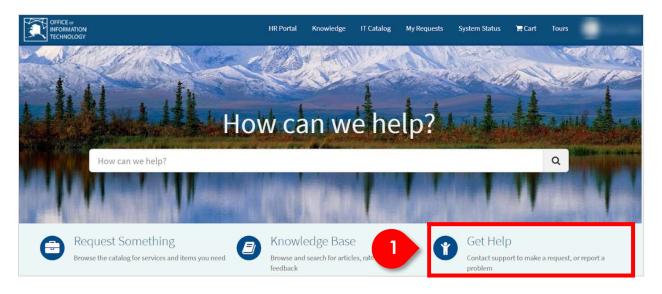


The IT Service Portal will become the most common place to submit a request or a help ticket.

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.

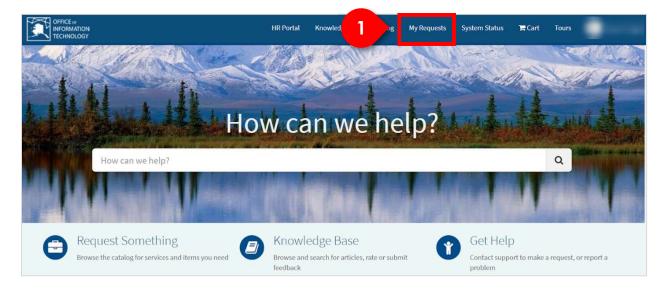
1. Clicking on **Get Help** will present the catalog category page and the Create Help ticket catalog item.

	Can We Help You?	
2	Create Incident Create an Incident record to report and request assistance with an issue you are having	
	Create Incident Create an Incident record to report and request assistance with an issue you are having	Submit
	Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.	
	* Urgency 🕢	
	3-Low *	
	*Please describe your issue below 🕑	
	I am having trouble connecting to wifi in my office	

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.

Home > Requests			
My Requests			
	View Open	Search open requests	Q
Telephone & Comm. Devices - New REQ0010144	Open	O 27m ago	
2 Test incident INCOOL0097	New	⊘ 31m ago	

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

Home > Ticket Form		Search	Q
Test incident		0	Cancel
Type your message here	Rene Abreo © 33m ago • Additional comments Test incident	Send Your request Number State	has been submitted INC0010097 New
RA	© 33m ago INC0010097 Created	Priority Created • Options	4 - Low 33m ago
Start		Urgency 3 - Low Please desc below Test incident	ribe your issue t

## Submitting a Request from the Portal using Search

Home > Search	Computer Q
Sources	All results for "Computer"
All Questions and Answers Knowledge Bases Catalogs	Computer -Reissue Reissue an existing computer to a new/different user
FILTERS Knowledge Bases	Computer -Reimage Reimage an existing computer
Last modified  View Count	Request Computer Resources     Standardized user computing hardware resources for State of Alaska (SOA) use

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

Categories	Popular Items		
Business Application Lifecycle Man 3 Can We Help You? 1 Computer 22	Employee – New Hire Account Establish an employee account, email address, & Microsoft Office365 services for a new State of Alaska employee	Request Computer Resources Standardized user computing hardware resources for State of Alaska (SOA) use	Server - New New server instance for State of Alaska (SOA) use
Departmental Services    Enterprise & Business IT Services	View Details	View Details	View Details
Standard Changes 3 User IT & Communications Ser 19	Computer-Reimage Reimage an existing computer	EndUser IT Access Request	Telephone & Communication Telephone or mobile device for State of Alaska (SOA) use

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.