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Log In to the IT Service Desk

Log in to the below URL using these steps (portal example below):

1. Go to [https://servicedesk.minnstate.edu/](https://servicedesk.minnstate.edu/) or Help>IT Service Desk from Employee Home or within ISRS Web Applications.
2. In the upper right corner of the IT Service Desk site, select Click to login.
3. Enter your StarID and password on the sign on page.
4. Select the Sign-on button.

Overview

The IT Service Desk is your resource for submitting questions, issues, batch jobs, and other ISRS and IT related items. The main site page provides easier navigation, services and service categories have been added or modified and additional search functionality is now available. This document outlines the steps to log in and navigate the site, and the changes that students, faculty and staff will find when logging into this site after 4/15/18.

IT Service Desk Portal Navigation

![IT Service Desk Portal Navigation](image-url)
Submit a New Request/Ticket

When you select **Submit a New Request/Ticket**, a new dialog box will open that will allow you to enter a key word that will help you search for the type for a particular module, activity, or issue. For example, if you enter ISRS in your search, the results will contain services, service categories and sub-categories for ISRS.

![Image of IT Service Desk Portal](image)

To browse a list of services, select whether you are a student, faculty, staff or guest. The list of services will be filtered to only display service categories that apply to that role. Once a student, faculty, staff or guest role has been selected, you may scroll through the list of options, or you may use the Ctrl F (browser Find feature) to search by a key word. The below example shows a partial list of IT Services for Staff.

![Image of IT Service Desk Portal](image)

Scroll through the list, and when you have found the appropriate service and category/sub-category, click on the link and a form will be presented. Complete the form, making sure you include your phone number, a short description or title of the issue, and applicable details of the question or issue such as application, screen, person or people affected including Tech ID and error message or screen shot. Please DO NOT include SSN.
View My Submitted Requests/Tickets

To review any submitted requests, select the View My Submitted Requests/Tickets option.

A new page will open with two sections. The top section, My Open Incidents and Requests will include a list of any open requests or tickets you have submitted. You may check the status of the incident/request, and you may send in additional comments or questions. Select the incident/request number, then select Edit to add new comments, attachments or other related information.
The second section *My Recently Closed Incidents and Requests* will display a list of your requests or tickets that have been closed. You may search this section to review previous issue and answers, or refer to a specific request/ticket number if you have follow-up questions, or additional issues.

**Search Knowledge**

A number of frequently asked questions, known issues, and reference materials are available under the Search Knowledge section. You may fill in the Find Answers option, or select View Knowledge Articles to search by key word, issue, or application.

**Shortcuts**

Shortcuts are provided for requests that are submitted frequently such as batch jobs, student D2L help requests, or ISRS Core Data Duplicate Resolution/Core Merge issues. Select one of the listed options for direct access to the service request form.
Need Help?
If you are unable to log into the IT Service Desk Portal with your Star ID and password, you may need to reset your StarID password by going to Select StarID Self Service under Help.

For IT Service Desk hours, or for urgent issues and questions go to the Contact Us option in the top navigation bar.