IT Support Request Website – End User Guide

Purpose - Learn how to use the IT Request site. From Home: ithelp.utoledo.edu or UT Desktop icon:

Watch video demo* – Click Here (5min) *Requires flash player. May not be compatible on iphone/ipad

1. Follow IT System Outage Notifications
   a. Visit this site to view timely updates about IT Systems e.g. planned outages, scheduled upgrades
   b. Contact the Help Desk 24/7 via email or call 419-530-2400/419-530-2400 or submit Request online
   c. Log in periodically – IT will provide an all-clear message once the problem has been resolved
   d. This will be used only for widespread issues that affect several users e.g. an application is down

2. Submit New Ticket
   - On the left side of the screen, click “Submit New IT Request”
   - Required information: category, campus, office location and phone number
   - Describe your IT issue or request
   - To look up your computer tag number:
     - Use it to visit What's My Computer Name?. Your tag number will display.
     - Alternatively go to “Start”. Right click “Computer”, look for your computer name
     - Finally, some computers have the tag number on a sticker affixed to the base of the monitor

3. Update a submitted Ticket
   - Click “View Your IT Requests”. All your submitted requests display
   - Locate your ticket or type a search keyword e.g. if it was about a computer virus, type “virus”
   - Click “Update” and type in the new or desired additional information. Click “Update” to save