

Using the Technology Service Portal

How To Log In To the Technology Service Portal

1. Log into MyFSU
2. Go to the Login Links section of the MyFSU tab
3. Click Technology Service Portal

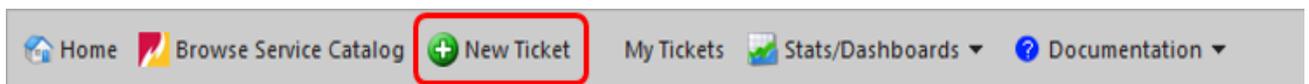
Once you have access to the portal you will be able to create a new ticket, view all your tickets, and add comments to open tickets you have submitted.

Use the portal for non-emergency requests. For IT emergencies, call the TAC at 231-591-4822.

How To Create a New Ticket

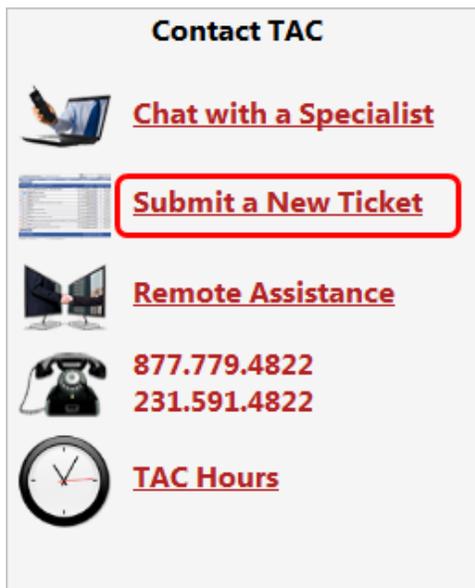
Tickets are how the IT department keeps track of work they need to do you. When you create the ticket yourself, please remember to describe the problem as thoroughly as you can to help the techs find the right solution to your problem as quickly as possible.

1. There are three ways you can create a new ticket.
 - a. In the Menu Bar click “New Ticket”



OR

- b. In the “Contact TAC” box on the right click “Submit a New Ticket”



OR

- c. In the “My Tickets” box click “Submit a New Ticket”

My Tickets				Submit a New Ticket
ID	Created Date Time	Service	Status	

- Fill out each sections of the ticket: contact information, description, location, and supplementary questions.
- Click "Save" to submit the ticket for review by the TAC

Note: It may take one business day for you to get response to your ticket.

How to View the Work being done on a Ticket

- In the My Tickets box, select a ticket you wish to learn more about.

My Tickets				Submit a New Ticket
ID	Created Date Time	Service	Status	
86633	5/27/2014 4:44 PM	Business Application Management	Work In Progress	Need
89772	6/26/2014 9:09 AM	Account Services	Work In Progress	Set u

- Then review the journals that are related to the ticket to get an idea of what is happening regarding your ticket.

Journals

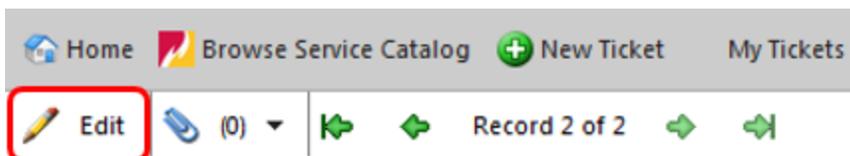


Journal - Mail History, Created By Cherwell Admin, 6/26/2014 9:17 AM
 Details: Subject: Ferris State Service Request #89772 has been created
 From: itservicedesk@ferris.edu
 To: [redacted]
 Date: 6/26/2014

How To Add Comments to a Ticket

You can add comments to any open ticket, whether you called it in, or created it yourself. You can add comments regarding changes or updates related to that ticket. For instance if the problem you were having has resolved itself on its own, you can add a comment to the ticket stating that the problem has been resolved.

- In the "My Tickets" box double-click on the ticket you wish to add a comment to
- Click "Edit" in the top left hand corner



- Under the "I want to:" section, click "Add Comment"

I want to:

Add Comment

- Add your comment to the comment box