

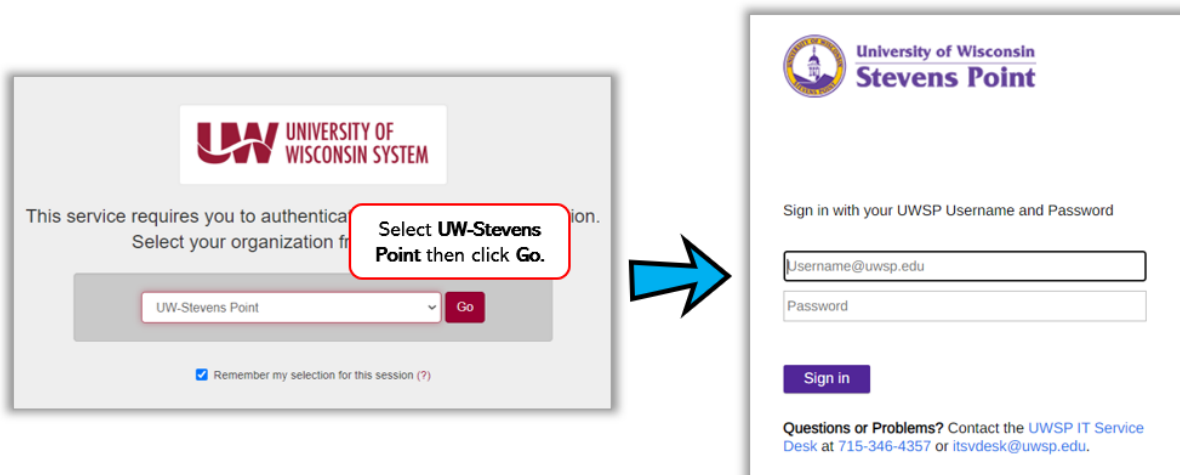
Using the Ivanti Workorder System

Log in to Ivanti

Go to **Ivanti Self Service** (<https://uwsaism-amc.ivanticloud.com/>)

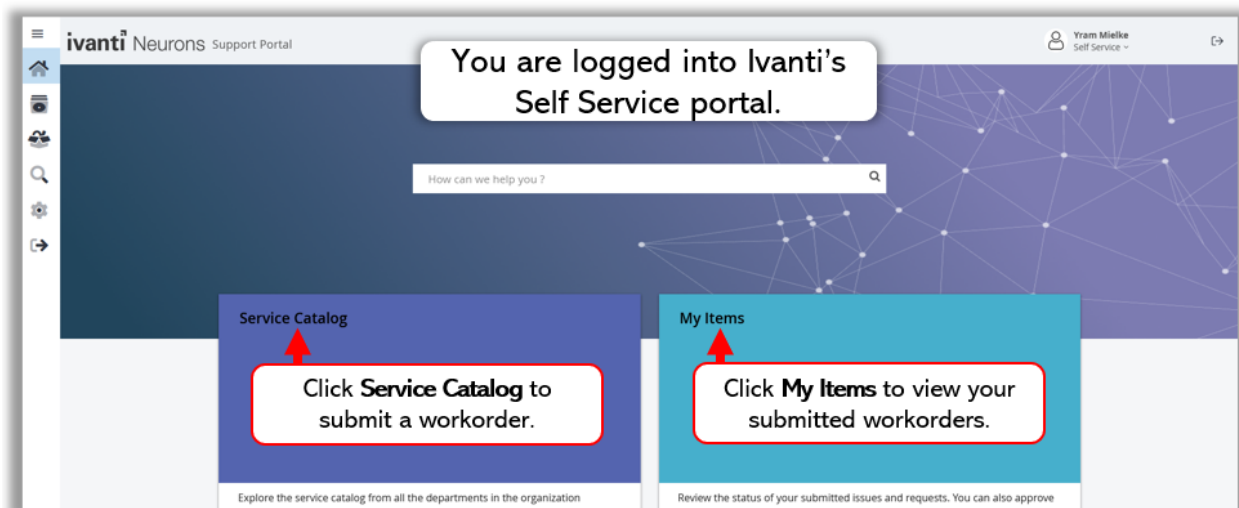
Select **UW-Stevens Point** and click **Go**.

Select **Sign in with UWS Login** and log in with your UWSP account. *You will be required to authenticate with MFA.*



You are logged into Ivanti's Self Service portal.

- To submit a *new workorder*, select **Service Catalog**.
- To view your *existing workorders*, select **My Items**.



Submit a New Workorder

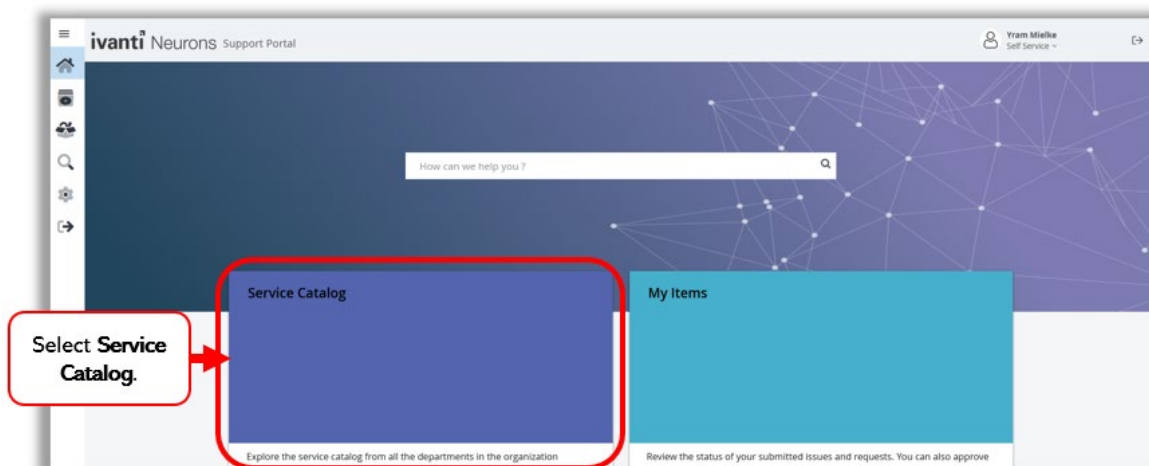
You can submit either an **Incident** or **Service Request** workorder.

Submit an Incident when a service provided by IT to UWSP is interrupted unexpectedly (as in unannounced), or the quality of the service is reduced. For example, the wireless stops working in a building, or you are experiencing problems with software deployed to a computer classroom.

An Incident can impact or has the potential to impact a number of people, an entire building, or an entire UWSP campus.

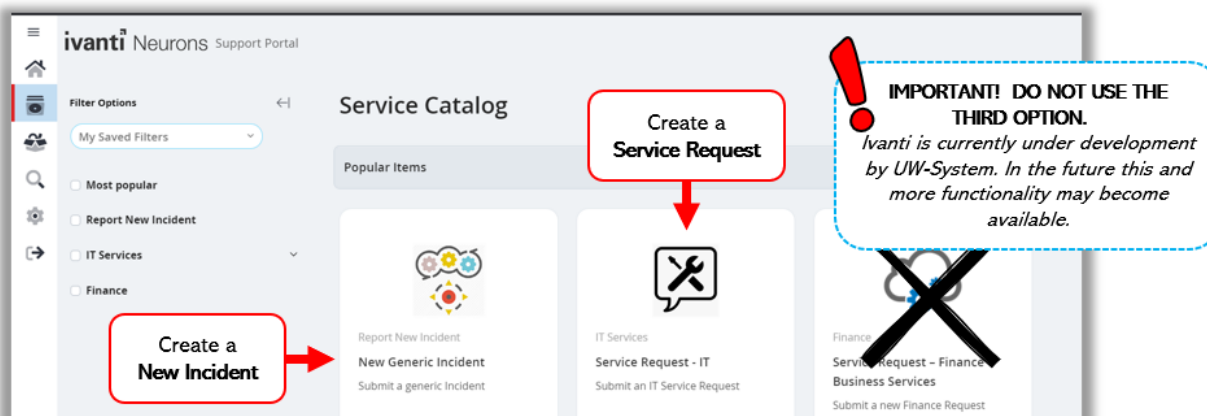
A Service Request is a request for assistance, such as unlocking a locked UWSP account or help with moving computer equipment. A Service Request should be used to request changes to an existing service, such as a department name change. They should also be used to request something new such as server space for a class project or a new distribution list.

Log into [Ivanti Self Service](#) and select **Service Catalog**.



To submit an Incident select **New Generic Incident**.

To submit a Service Request select **Service Request – IT**.



In the new Incident or Service Request window, complete all fields making sure to include a detailed description. Then click **Save** (*Incident*) or **Submit** (*Service Request*) at the bottom.

New Incident screen

ivanti Neurons Support Portal

< Service Catalog

New Generic Incident
Submit a generic Incident

Incident ID: 10877
Status: Logged
Org Unit: Stevens Point
Building / Location

Summary

Description

Urgency
Medium

Attach

Attachments

Save Incident

Ensure that adequate detail is added to all relevant fields.

Click **Save Incident**.

New Service Request screen

ivanti Neurons Support Portal

Service Request - IT
Submit an IT Service Request

Service Request - IT

Requestor Org Unit
Stevens Point

Available Location

Details

Attachment
Upload File Remove

Review & Submit Cancel

Click **Review & Submit**.