
How To Enter an Advance Ticket through the IT Portal

Ver. 1.0

9/11/18

1. Open a browser.
2. Navigate to <https://help.uark.edu/CherwellPortal/ITHelpPortal>.
3. You should see the following screen:

The screenshot shows the University of Arkansas IT Help Portal. At the top, there is a navigation bar with the University of Arkansas logo, a 'Click to login' button, and a search icon. Below the navigation bar, there are links for 'Home', 'Services', and 'Tech Articles'. The main content area is titled 'IT Help Portal' and features several key elements:

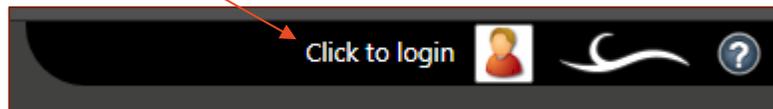
- A light blue banner with a clock icon stating 'Planned outages scheduled this week' and a link to 'IT Status Monitor'.
- A 'Report an Issue' section with a blue robot icon and a red 'Create a Ticket' button. The text reads: 'Having trouble with UARK services or equipment? Need to report an outage?'.
- Three dark grey buttons: 'Talk to Support', 'Request Services', and 'Find HowTo Articles'.
- A 'New? Get Started with Tech' banner.
- A footer section with three columns: 'Quick Links' (Activate UARK Account, View My Tickets, Get Software, Reset Password, IT Status & Alerts, Cherwell Client (Agents Only)), 'Common Requests' (New Phone, Qualtrics Access, Network Drop, Remote Lab Pilot), and 'Contact Us' (IT Help Desk, 479-575-2905, Mon. - Thu. 7 a.m. to midnight, Fri. 7 a.m. to 5 p.m., Sat. 11 a.m. to 4 p.m., Sun. 3 p.m. to midnight).
- A copyright notice at the bottom: '© 2018 University of Arkansas'.

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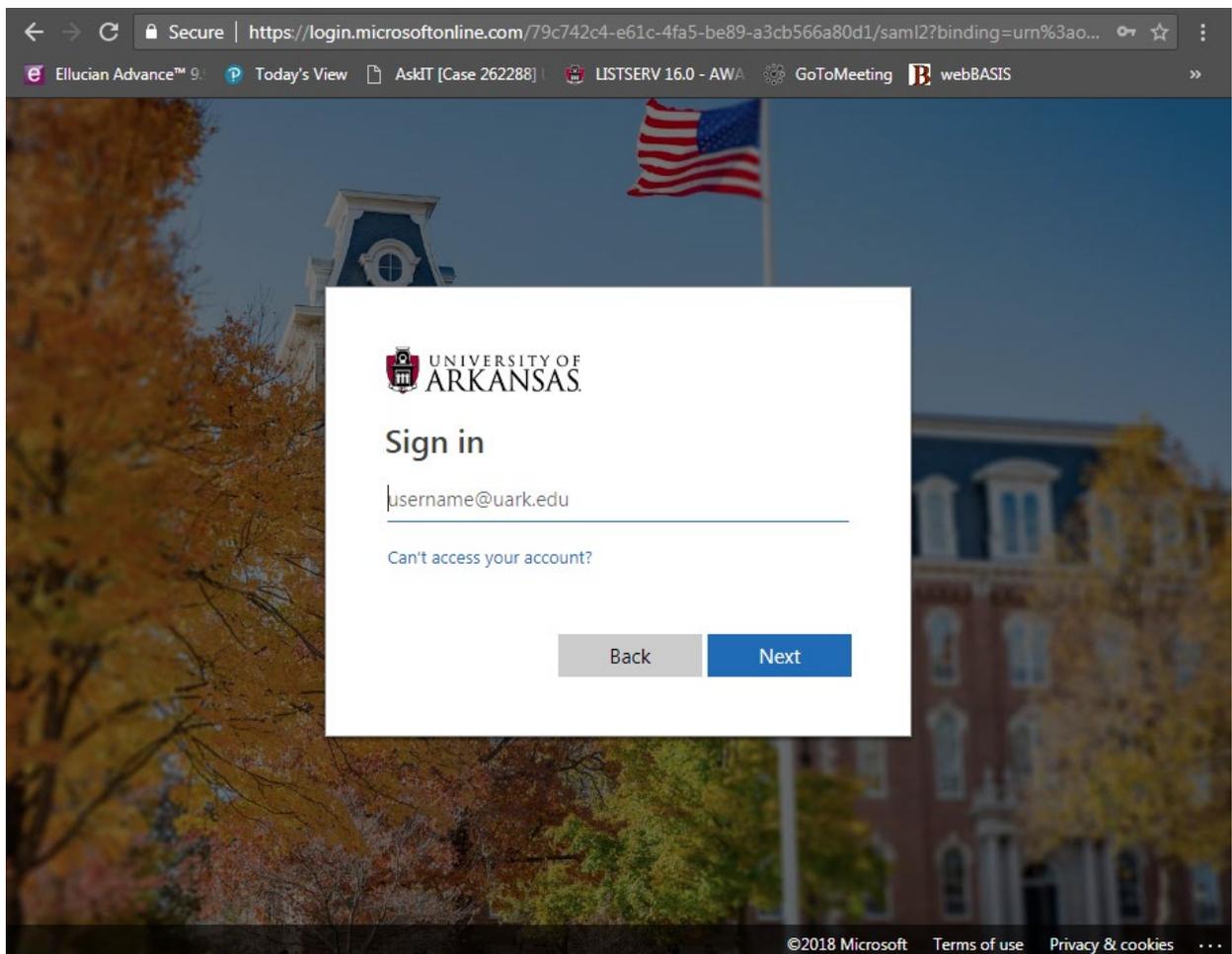
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4. Select Click to login.



5. Login with user credentials. (**Affiliate User Name and Password Required.**)

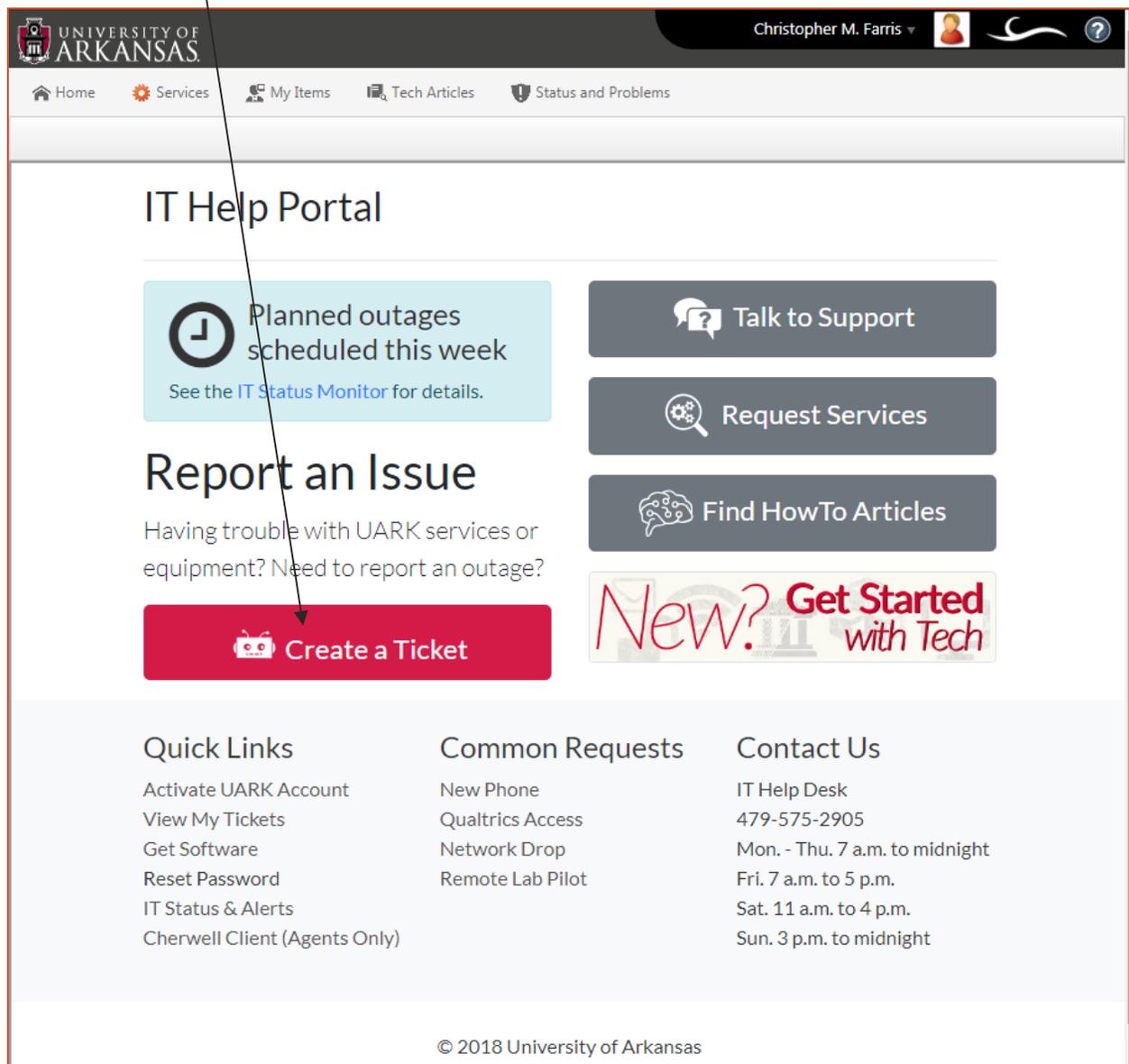


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6. Choose Create a Ticket.



The screenshot shows the University of Arkansas IT Help Portal. At the top, there is a navigation bar with the University of Arkansas logo, the user name "Christopher M. Farris", and a search icon. Below the navigation bar, there are links for "Home", "Services", "My Items", "Tech Articles", and "Status and Problems". The main content area is titled "IT Help Portal" and features several sections:

- Planned outages scheduled this week:** A light blue box with a clock icon and the text "See the [IT Status Monitor](#) for details."
- Report an Issue:** A section with the text "Having trouble with UARK services or equipment? Need to report an outage?" and a prominent red button labeled "Create a Ticket" with a ticket icon. An arrow from the step number above points to this button.
- Service Request Buttons:** Three dark grey buttons: "Talk to Support" (with a speech bubble icon), "Request Services" (with a magnifying glass icon), and "Find HowTo Articles" (with a brain icon).
- Get Started with Tech:** A banner with the text "New? Get Started with Tech" in a stylized font.
- Quick Links:** A list of links: "Activate UARK Account", "View My Tickets", "Get Software", "Reset Password", "IT Status & Alerts", and "Cherwell Client (Agents Only)".
- Common Requests:** A list of links: "New Phone", "Qualtrics Access", "Network Drop", and "Remote Lab Pilot".
- Contact Us:** A list of contact information: "IT Help Desk", "479-575-2905", "Mon. - Thu. 7 a.m. to midnight", "Fri. 7 a.m. to 5 p.m.", "Sat. 11 a.m. to 4 p.m.", and "Sun. 3 p.m. to midnight".

At the bottom of the page, there is a copyright notice: "© 2018 University of Arkansas".

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7. Fill in the required form.
8. Select Submit.

The screenshot shows the University of Arkansas IT portal interface. At the top, there is a navigation bar with links for Home, Services, My Items, Tech Articles, Status and Problems, and My Department. Below this is a toolbar with icons for Save, Abandon, and other actions. The main content area is titled "Request Help: Question, Incident, Outage?" and includes a "Submit on behalf of" dropdown menu.

The form contains several sections:

- Does this affect multiple users?** with radio buttons for Yes and No.
- Does this prevent you from doing your work?** with radio buttons for Yes and No.
- Short Description:** A text input field containing "Advance Issue -- Fayetteville".
- Detailed Description:** A text area containing "Advance is not responding for the Fayetteville campus. No users are able to access the tool...etc."
- Additional Information:** A section with three fields: Department (dropdown menu with "UDEV" selected), Building (dropdown menu with "UPTE" selected), and Room Number (text input field with "223" entered).

Annotations on the form include:

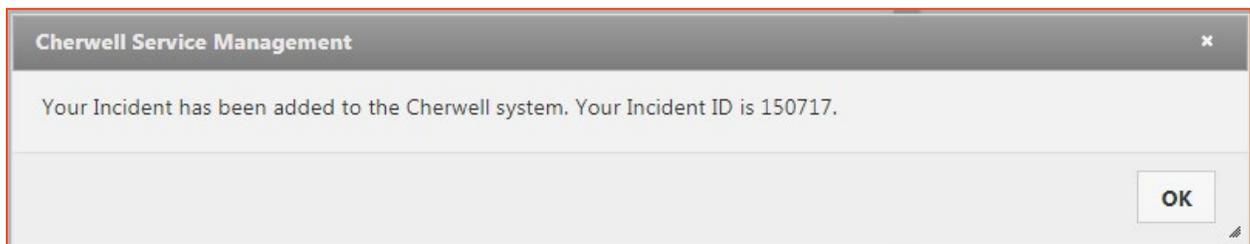
- A red arrow points from the "Fayetteville" text in the Short Description field to a box that says "Remember to specify your Campus!".
- A red arrow points from the "UDEV" dropdown in the Additional Information section to a box that says "If this box is empty please enter: UDEV, UPTE and 223. If populated, leave alone."
- A green arrow points from a box that says "Last Step!" to the "Submit" button.

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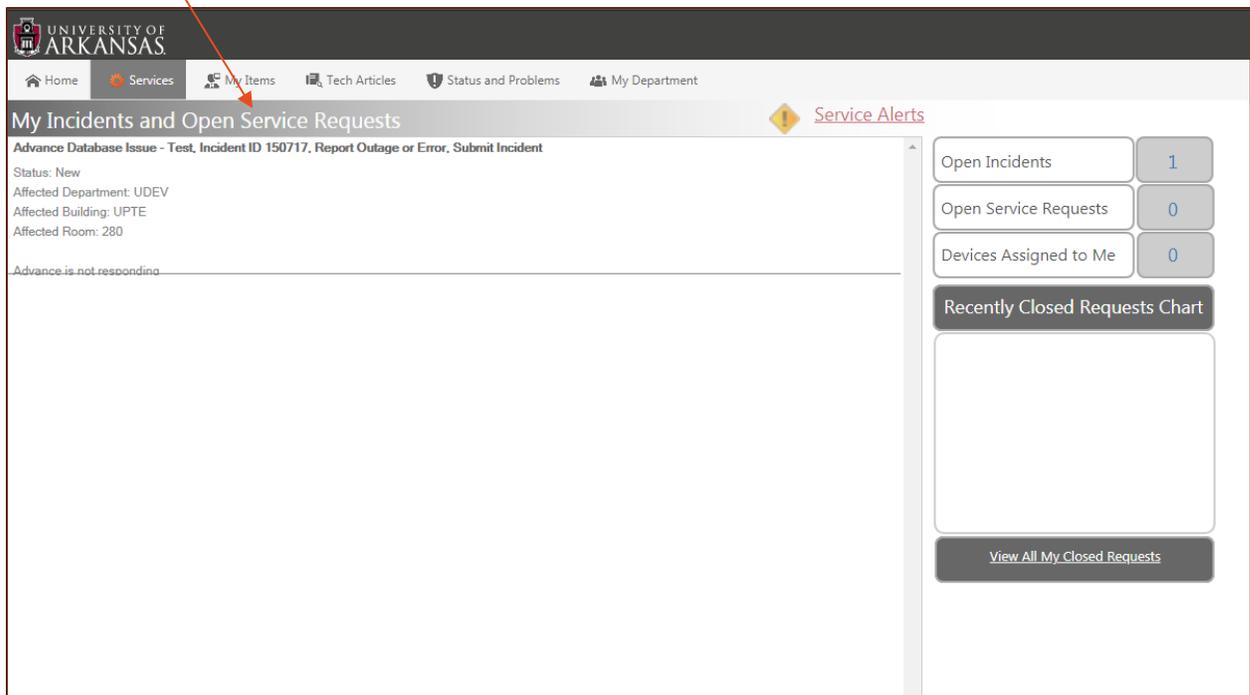
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- Capture the system message for your records. (The Incident ID is how the IT department will track your issue. All correspondence will use this ID.)



- Use My Items to view your open tickets.



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11. If you have questions or concerns. The IT Help Desk can be reached at:

Contact Us

IT Help Desk

479-575-2905

Mon. - Thu. 7 a.m. to midnight

Fri. 7 a.m. to 5 p.m.

Sat. 11 a.m. to 4 p.m.

Sun. 3 p.m. to midnight