Submitting an ITS Service Desk Web Request

To better serve you, a web form is available for you to submit a request directly to the ITS Service Desk system.

Please use this form for non-urgent requests (equipment moves, software installations, etc.). If the issue is urgent, please call the Service Desk at ext. 2052.

**Important information regarding submitting a request**

- **On-Campus:**
  - Browser:
    - Internet Explorer: No issues
    - Mozilla Firefox: Must upgrade to version 12.0 or better
  - No need to log into the system after clicking the link above.
  - Please keep in mind that you cannot directly enter a request for someone other than yourself using this form – the authentication is based on the login credentials of the person who logged onto the computer.

  *** If you must send in a request for someone other than yourself, please make a note of the person’s name in the Incident Description. ***

- **Off-campus (outside CLC’s network):**
  Log into the form as follows:

<table>
<thead>
<tr>
<th>Username:</th>
<th>CLCILLINOIS\network user id (same id used for Intranet, Email, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password:</td>
<td>Normal CLC network password</td>
</tr>
<tr>
<td>Example:</td>
<td>Username: CLCILLINOIS\jdoe</td>
</tr>
<tr>
<td></td>
<td>Password: **********</td>
</tr>
</tbody>
</table>
• An authorization screen will appear each time you use the form. Click ‘yes’ to continue.

• Please enter as much information as possible – including in the non-required drop down boxes and answers to the questionnaires. This information assists technicians in troubleshooting your issue in a more effective manner.