How use the Customer Web Portal for Work Orders

1. Click Place a Work Order from the iTech Web Site at www.usm.edu/itech

2. This will then take you into the Customer Self Service Portal for the Online Work Order System. In the top right corner of the page Click on Click to Login

3. Username will be w+ID# and then your CampusID Password then click on Sign-in
4. You will notice that you have several options.  
   A) Incident Request  
   B) Service Request  
   C) View your Existing Tickets  

5. **Incident Request**  
   Incident Requests are requests for existing hardware, software, or other existing IT service. When you select this option you will complete the Incident Request form.  

6. **Service Request**  
   Service Requests are for New IT services, hardware, software, or access related request or user changes. When you select a particular Service Request, you will be able to click on the corresponding form and complete the necessary information for that request.
7. **Viewing your Existing Tickets** when you mouse over the number you will get a hand just click that number and you will see your Active or Recently Closed Tickets. Your tickets will show up and you will be able to click them and view what happened during the process of your work order.

** If you have any problems using the Customer Portal please contact the iTech Helpdesk at 601.266.4357 for assistance. **