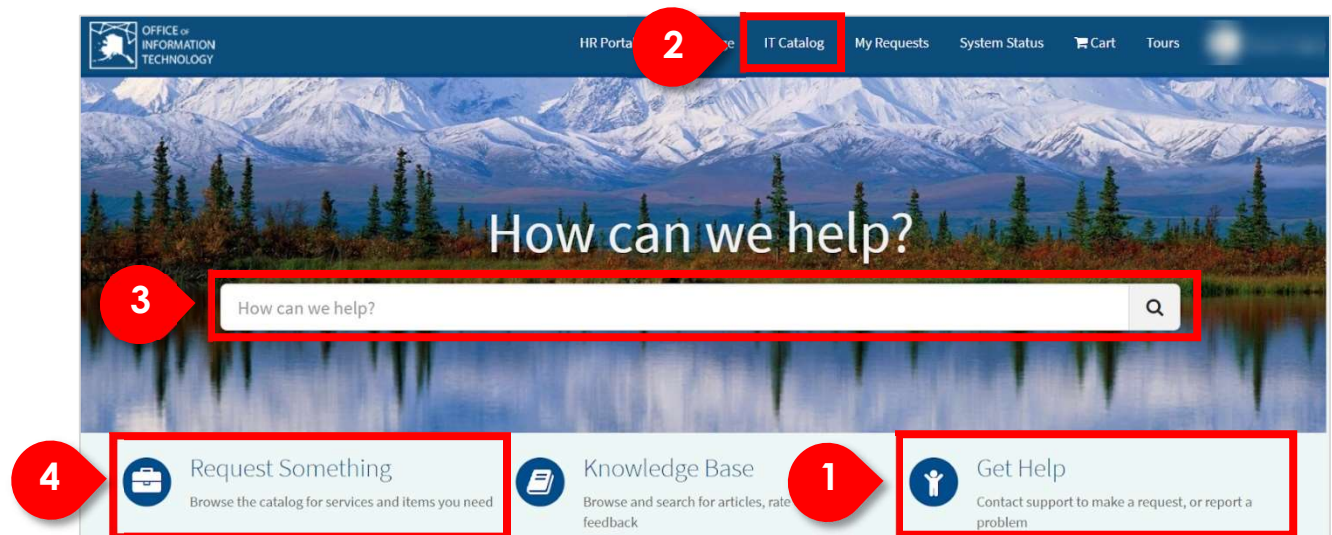


The AlaskaNow IT Service Portal – Here's Some Help

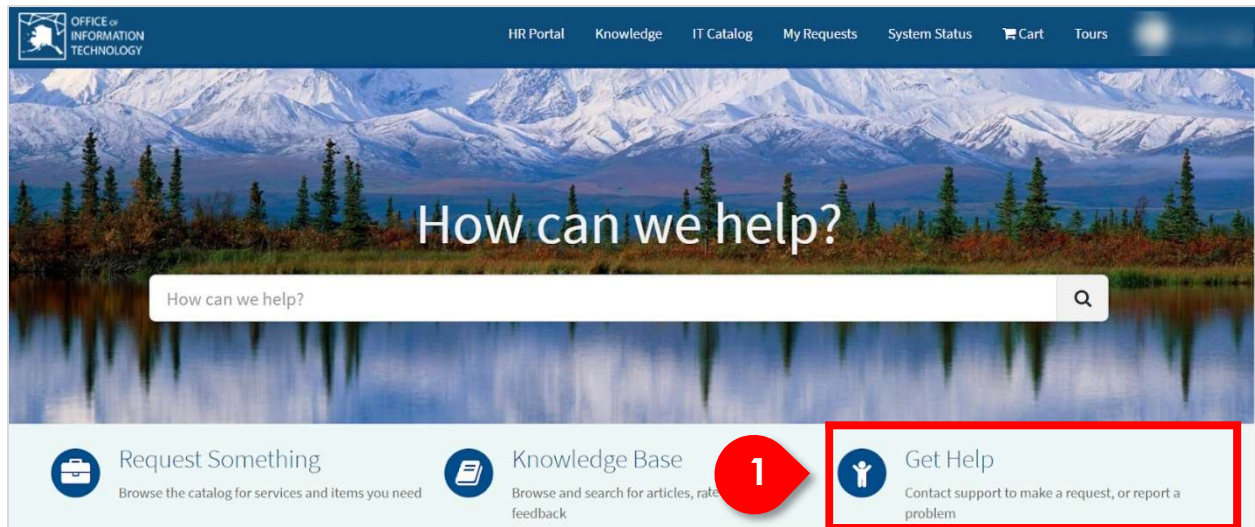


The IT Service Portal will become the most common place to submit a request or a help ticket.

The portal offers several methods to locate and submit a request or to submit a help ticket:

1. Clicking on **Get Help** will take you to the place in the catalog where the catalog item for creating a help ticket resides.
2. Clicking the **IT Catalog** link in the top navigation bar will take you to the catalog to request a catalog item.
3. Typing in the **auto-search bar** will return a list of catalog items that match the search criteria.
4. Clicking the **Request Something** link will take you to the catalog to request a catalog item.

Submitting a Help Ticket from the Portal



The Service Portal will become the most common place to submit a help ticket.

1. Clicking on **Get Help** will present the catalog category page and the Create Help ticket catalog item.

Can We Help You?

Create Incident
Create an Incident record to report and request assistance with an issue you are having

2

Create Incident
Create an Incident record to report and request assistance with an issue you are having

Submit

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

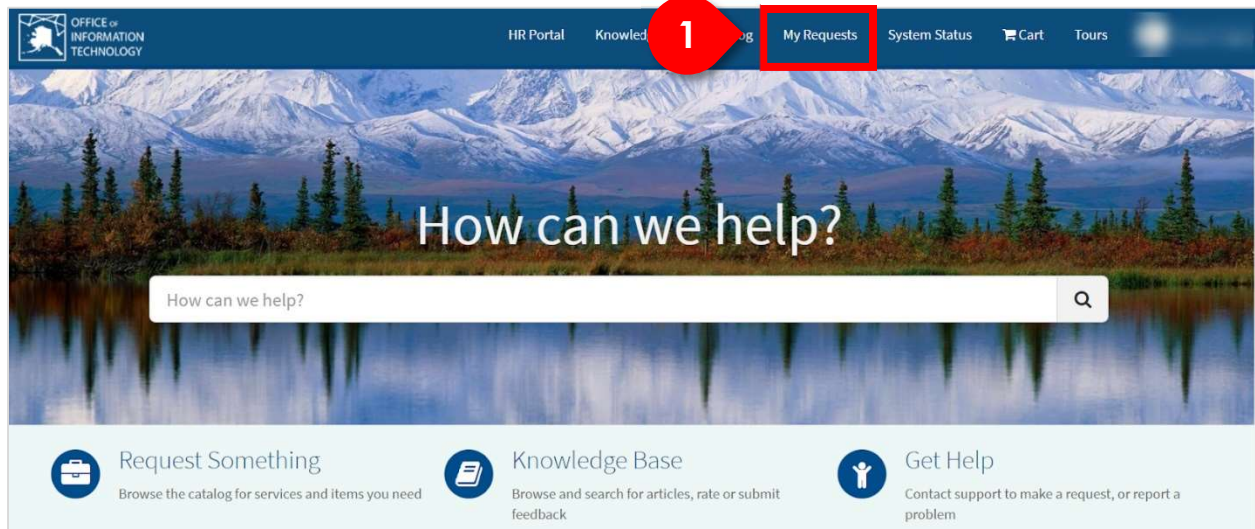
*Urgency ?
3 - Low

*Please describe your issue below ?
I am having trouble connecting to wifi in my office

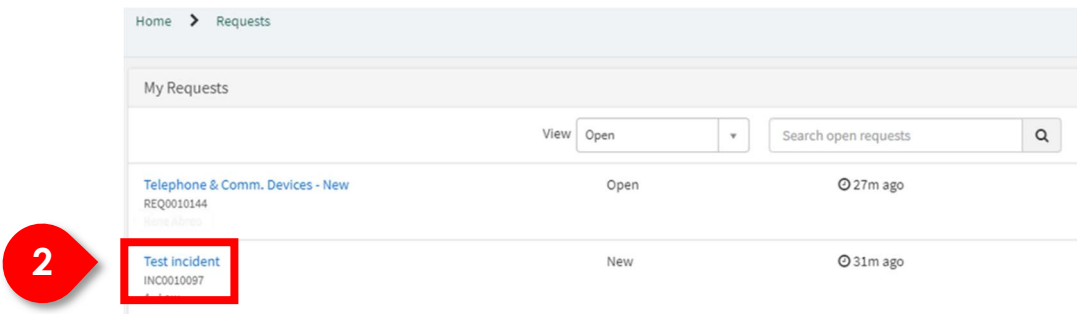
2. Clicking on the **Create Help ticket** catalog item presents the Create Help ticket form.

The form has been designed to capture basic information and allow the user to declare the urgency of their issue.

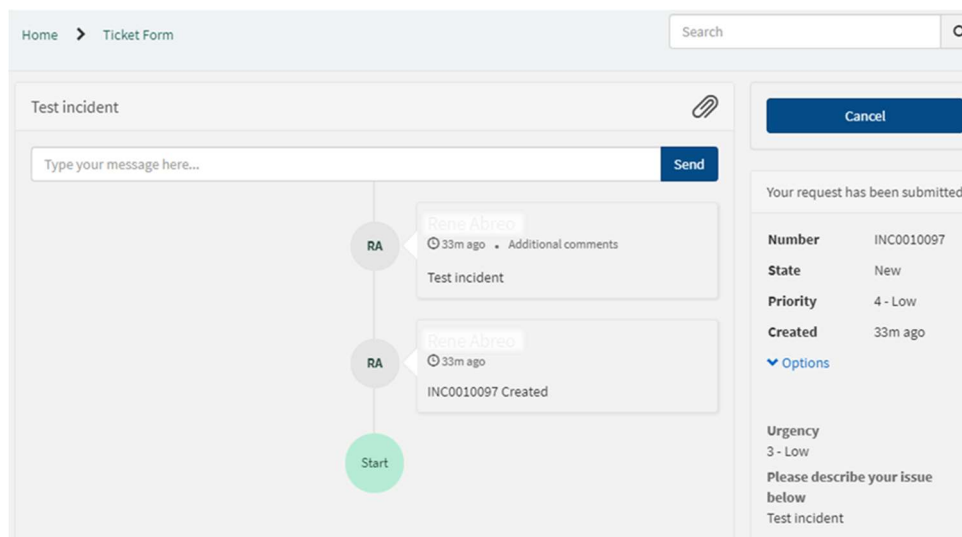
Viewing the Status of Your Help Ticket or Request



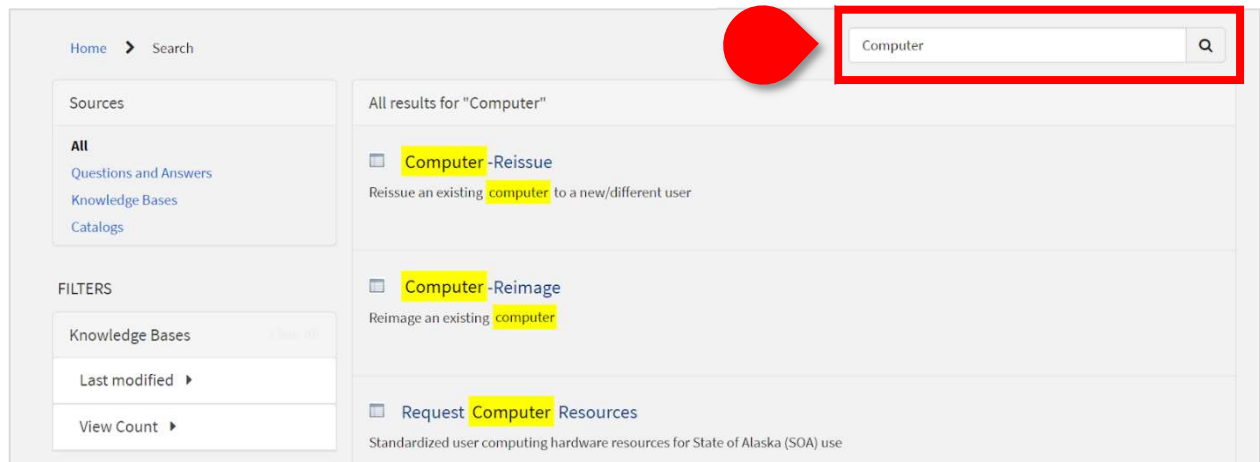
1. Clicking on **My Requests** presents a list of your requests and help tickets.



2. Clicking on a specific item presents the status of that item.



Submitting a Request from the Portal using Search



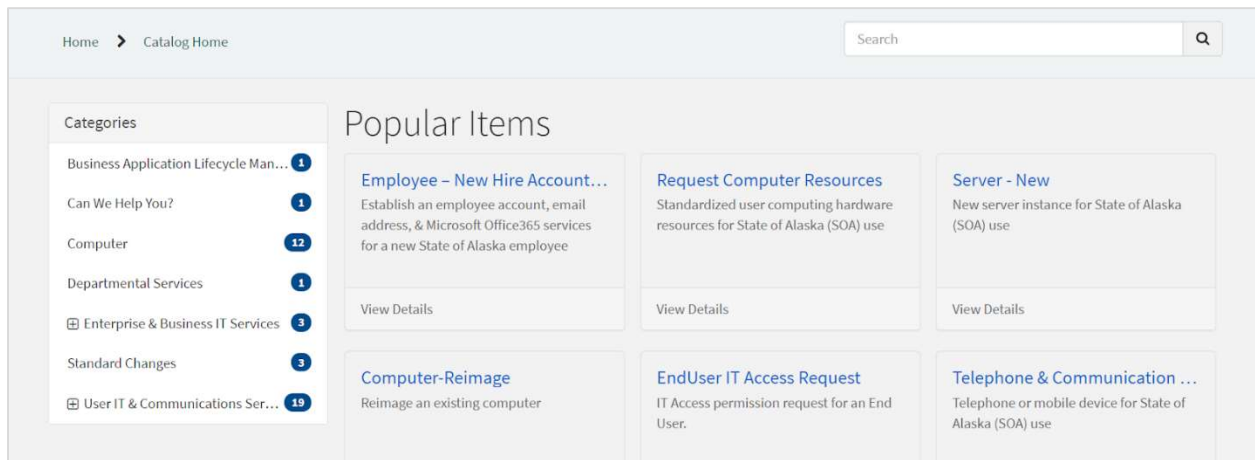
The search function from the main Service Portal page is designed to search the catalog and knowledge base.

This is useful when you may not know exactly what you are looking for, AlaskaNow intelligently uses what you enter to find what is available.

To search, type the search keyword in the **search box** at the top right and click on the search icon.

Selecting a catalog item in the search list will take you to the form for requesting that item.

Submitting a Request from the Portal using Catalog link or Request Something Link

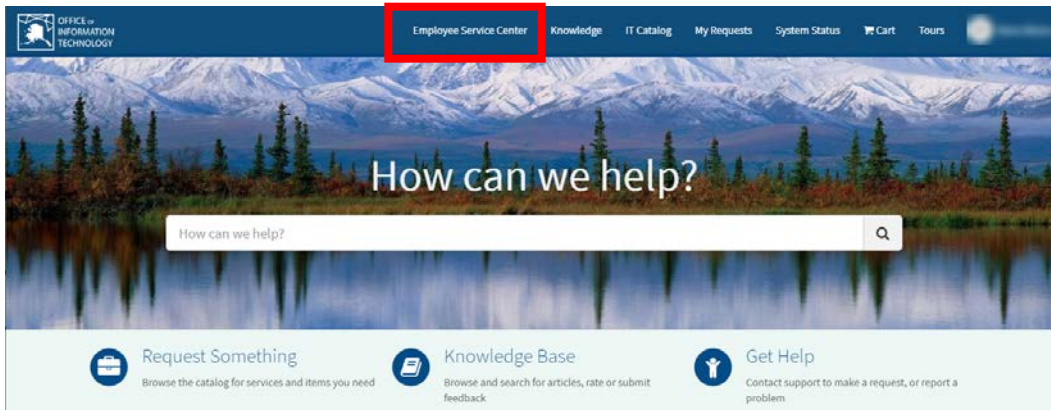


When clicking the Catalog link or Request Something link, you are directed to the main catalog category page.

From this page you can click each category on the left and view the associated catalog items on the right.

Selecting a catalog item on the right will take you to the form for requesting that item.

Navigating to the AlaskaNow Employee Service Center



The Employee Service Center allows you to get answers on a variety of Human Resource (HR) topics. It also allows you to request a HR service such as an employee address change or an EEOP inquiry.

To get to the Employee Service Center, click the **Employee Service Center** link on the IT Service Portal as shown above.

The AlaskaNow Employee Service Center

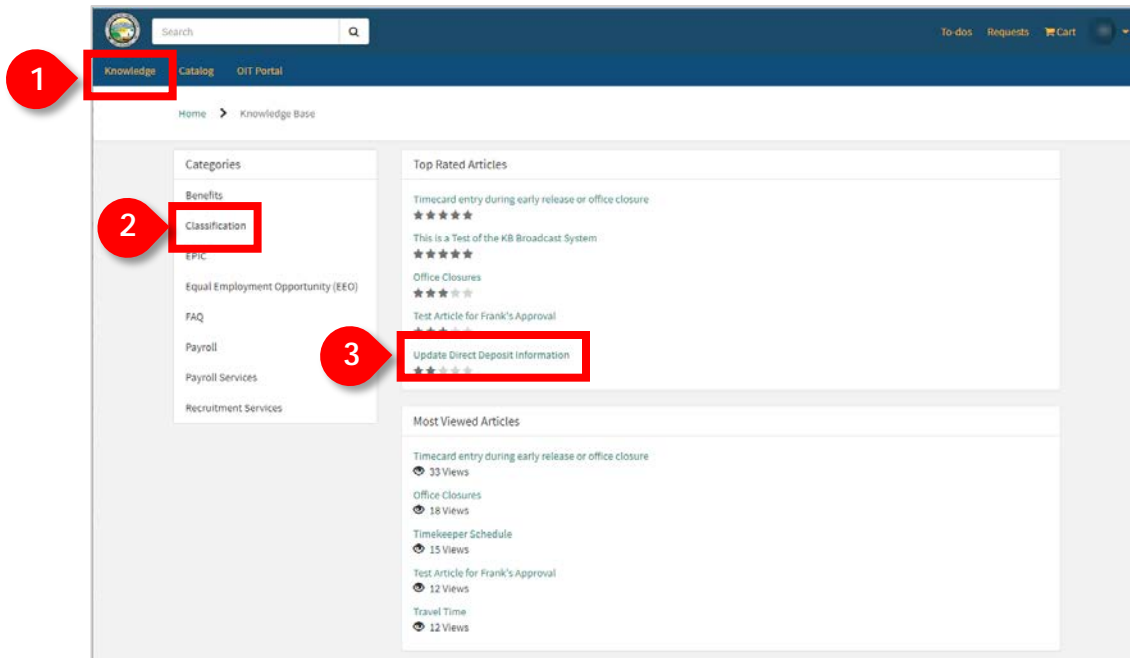


The Employee Service Center will become the most common place to find answers to your HR questions and to submit requests for HR services.

Within the Employee Service Center, you can:

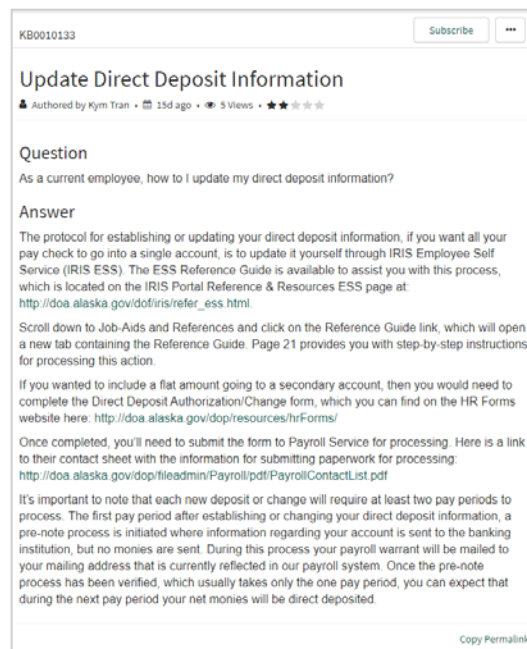
1. Click **Knowledge** to gain access to articles that provide answers to common HR questions.
2. Click **Catalog** to request HR services such as EEOP or Benefits inquiries.

Getting Answers to Common HR Questions

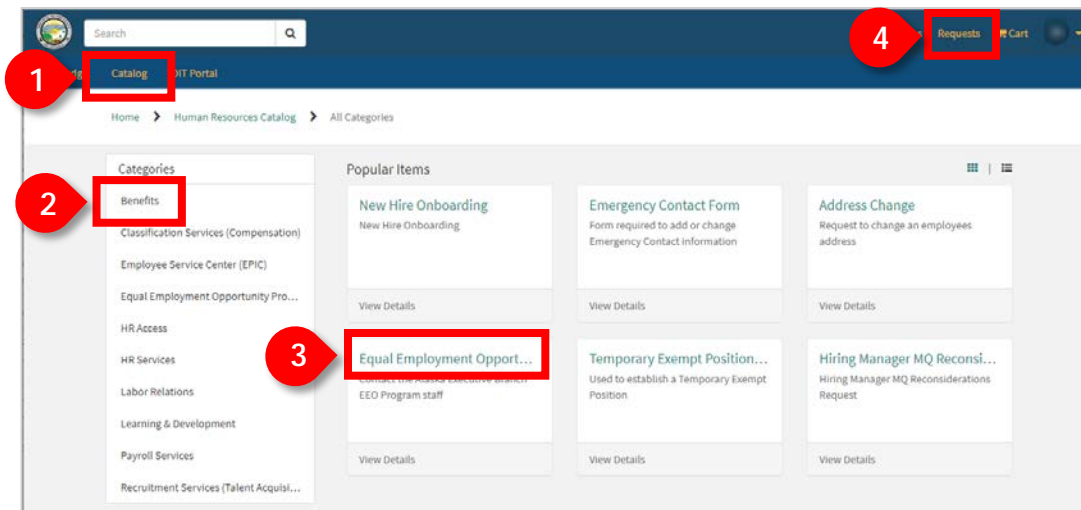


The Employee Service Center can help you get answers to common HR questions.

1. Clicking on **Knowledge** will present the knowledge Categories, the top-rated articles, and the most viewed articles
3. Clicking on a **Category** will present the knowledge articles within that category.
4. Clicking on an **Article** will present the contents of the article. The contents are designed to answer your questions. For example, clicking on Update Direct Deposit Information displays the information below.



Requesting Help from HR



In the Employee Service Center, you can also request services from HR.

1. Clicking on **Catalog** displays the Categories of HR service requests and the most popular service requests.
2. Clicking on a **Category** displays the HR service requests available within that category.
3. Clicking on a **Service Request** displays a form so that you can provide the information HR needs to fulfill your request. For example, clicking on the Equal Employment Opportunity Program Inquiry displays the form below. Once you complete and submit the form, the request is sent to the appropriate HR Specialist for support.

A screenshot of a web form titled 'Equal Employment Opportunity Program Inquiry'. The form includes a header with the title and a sub-header 'Contact the Alaska Executive Branch EEO Program staff'. Below this is a paragraph of text explaining the purpose of the form. The form fields include: 'Employee Name' (a dropdown menu with 'Rene Abreo' selected), 'Requesting EID' (a text input field), 'Requesting Department' (a dropdown menu), a checkbox for 'Requesting Employee Not Found', 'Requesting Preferred method of contact' (radio buttons for 'Phone' and 'Email'), 'Reason for Contact' (a dropdown menu with 'None' selected), and 'Additional Information' (a text input field). There is a 'Submit' button at the bottom right. On the right side of the form, there is a sidebar with 'Required Information' and 'Additional Information' sections.

4. You can view the status of any request you have submitted by clicking **Requests** at the top of the page.