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

	Home > Requests			
	My Requests			
		View Open *	Search open requests	Q
	Telephone & Comm. Devices - New REQ0010144	Open	⊘ 27m ago	
2	Test incident INC0010097	New	Ø31m ago	

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

Cancel
Send
Your request has been submitted Number INC0010097
State New Priority 4 - Low Created 33m ago
Options Urgency 3 - Low Please describe your issue below

Submitting a Request from the Portal using Search

Home > Search	Computer Q
Sources	All results for "Computer"
All Questions and Answers Knowledge Bases Catalogs	Computer -Reissue Reissue an existing computer to a new/different user
FILTERS Knowledge Bases	Computer -Reimage Reimage an existing computer
Last modified 🕨 View Count 🕨	Request Computer Resources Standardized user computing hardware resources for State of Alaska (SOA) use

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

Home > Catalog Home		Search	
Categories	Popular Items		
Business Application Lifecycle Man Can We Help You? Computer Computer	Employee – New Hire Account Establish an employee account, email address, & Microsoft Office365 services for a new State of Alaska employee	Request Computer Resources Standardized user computing hardware resources for State of Alaska (SOA) use	Server - New New server instance for State of Alaska (SOA) use
Departmental Services	View Dehelle	Mary Data Ba	V5Dataile
⊞ Enterprise & Business IT Services 3	View Details	view Details	view Details
Standard Changes 3 User IT & Communications Ser 19	Computer-Reimage Reimage an existing computer	EndUser IT Access Request	Telephone & Communication Telephone or mobile device for State of
		User.	Alaska (SOA) use

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

Search Search	Q	To-dos Requests 🗮 Cart 👘
1 Knowledge Catalog OIT	Portal	
Home > Kno	owiedge Base	
Categories	Top Rated Articles	
2 Classification	Timecard entry during early release or office closure ★ ★ ★ ★ ★ This is a Test of the KB Broadcast System	
EPIC Equal Employm	★ ★ ★ ★ ★ ment Opportunity (EEO) 分子 ★ ★ ☆ ☆ ☆ Text Article for Frank's Approval	
Payroll Payroll Service	3 Update Direct Deposit Information	
Recruitment Se	ervices Most Viewed Articles	
	Timecard entry during early release or office closure 33 Views	
	Office Closures 18 Views	
	Timekkeper Schedule	
	Test Article for Prank's Approval 1 2 Views	
	Travel Time • 12 Views	

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

Catalog			
Home 💙 Human Resources Catalo	All Categories		
Categories	Popular Items		III II
Benefits Classification Services (Compensation	New Hire Onboarding New Hire Onboarding	Emergency Contact Form Form required to add or change Emergency Contact information	Address Change Request to change an employees address
Equal Employment Opportunity Pro	View Details	View Details	View Details
HR Services Labor Relations	3 Equal Employment Opport ECO Program staff	Temporary Exempt Position Used to establish a Temporary Exempt Position	Hiring Manager MQ Reconsi Hiring Manager MQ Reconsiderations Request
Learning & Development			

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.

Equal Employment Opportunity Program Inquiry		
Contact the Alaska Executive Branch EEO Program staff		
Do you have a question for or about the State of Alaska EEO Program? The State EEO Program, established to assist state employees and managers with their EEO responsibilities. We also accept, investigate, and try t discrimination from employees, previous employees, or applicants for employment.	ay Alaska Statute 39.28, is here o resolve complaints of	Submit
* Employee Name		Required information
0 Rene Abrea	x +	Reason for Contact
Requesting EID		Additional Information:
Requesting Department		
Requesting Employee Not Found		
Requesting Preferred method of contact		
O Phone O Email		
Reason for Contact		
- None -		
* Additional Information: 😧		
	Add attachments	

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