



Quick Start Guide: Create a Request

From the portal homepage, use the “How Can We Help” search bar to find request options and knowledge articles

You can also browse service requests options by clicking “Service Catalog”

The screenshot shows the UTSA portal homepage. At the top, there is a navigation bar with 'UTSA The University of Texas at San Antonio' and links for 'myUTSA', 'UTSA Today', 'Maps', and 'Directory'. Below this is a secondary navigation bar with 'SERVICE CATALOG', 'KNOWLEDGE BASE', and 'MY REQUESTS'. A large orange arrow points down to the 'HOW CAN WE HELP?' section, which features a search bar and a grid of service categories: ACCESS AND INTERNET, BUSINESS DEPARTMENTS AND APPLICATIONS, COMMUNICATIONS (AUDIO VISUAL), COLLABORATION AND EVENTS, COMPUTERS AND DEVICES, DATA AND DOCUMENTS, HELP, ADVISORY, AND CONSULTING, RESEARCH, PUBLIC SAFETY AND SECURITY, and TEACHING (CLASSROOM), LEARNING AND STUDENTS SERVICES.

The screenshot shows the 'HOW CAN WE HELP?' search results page. It displays a list of service categories: DATA AND DOCUMENTS, HELP ADVISORY AND CONSULTING, BUSINESS DEPARTMENTS AND APPLICATIONS, COMPUTERS AND DEVICES, TEACHING LEARNING AND STUDENTS SERVICES, ACCESS AND INTERNET, RESEARCH, PUBLIC SAFETY AND SECURITY, and COMMUNICATIONS AND COLLABORATION.

Select a category to view available request options. Then, click a request to open the catalog request form

The screenshot shows the 'Backup and Restore' request form. It features a dropdown menu for 'CATALOGS' with 'Data and Documents' selected. Below this is a 'CATEGORIES' section with options for 'Data Management', 'Storage (Server)', and 'Backup and Restore'. A 'Backup Server' request option is highlighted, with a 'Request for backup' button and a 'View Details' button.

Next, Fill out the request fields. You can fill out a request for you or on behalf of someone else.

*** Note: red asterisk fields are mandatory**

* Please provide a detailed description of your request

The screenshot shows the portal navigation bar with 'SERVICE CATALOG', 'KNOWLEDGE BASE', and 'MY REQUESTS' (highlighted with an orange box).

Finally, click submit!



To view your request history/open requests at any time, click “My Requests”