

How to Use the Self-Service Portal for Assets Service Requests

Accessing the Self-Service Portal

To access the self-service portal:

1. Navigate to <https://service.kennesaw.edu>.
2. Click **Log in** to sign in with your **KSU email address** and **NetID password**.

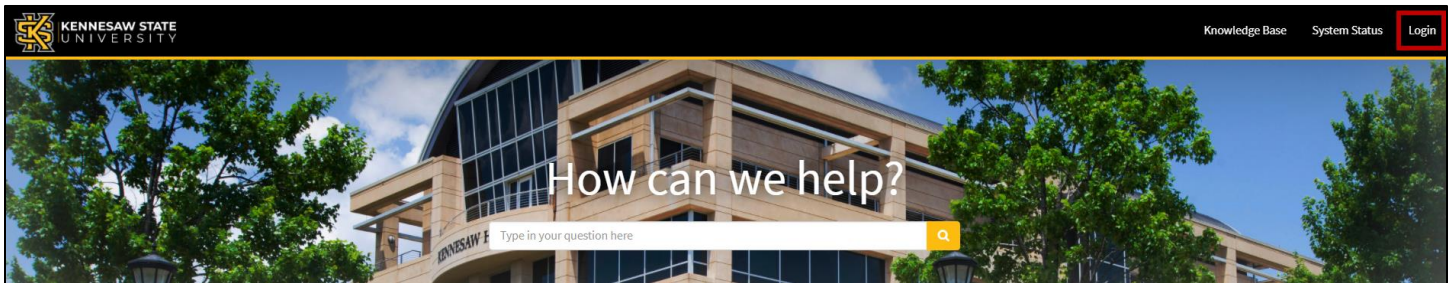


Figure 1 - Log in

Submitting an Asset Service Request

1. After logging in, click the **Service Request** tile.

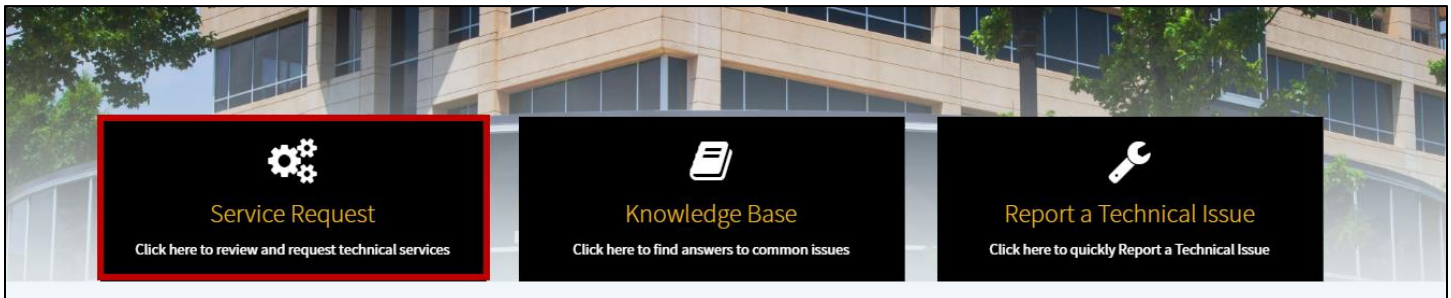


Figure 2 - Service request tile

2. From the *Categories* menu, select **IT Equipment Services**.

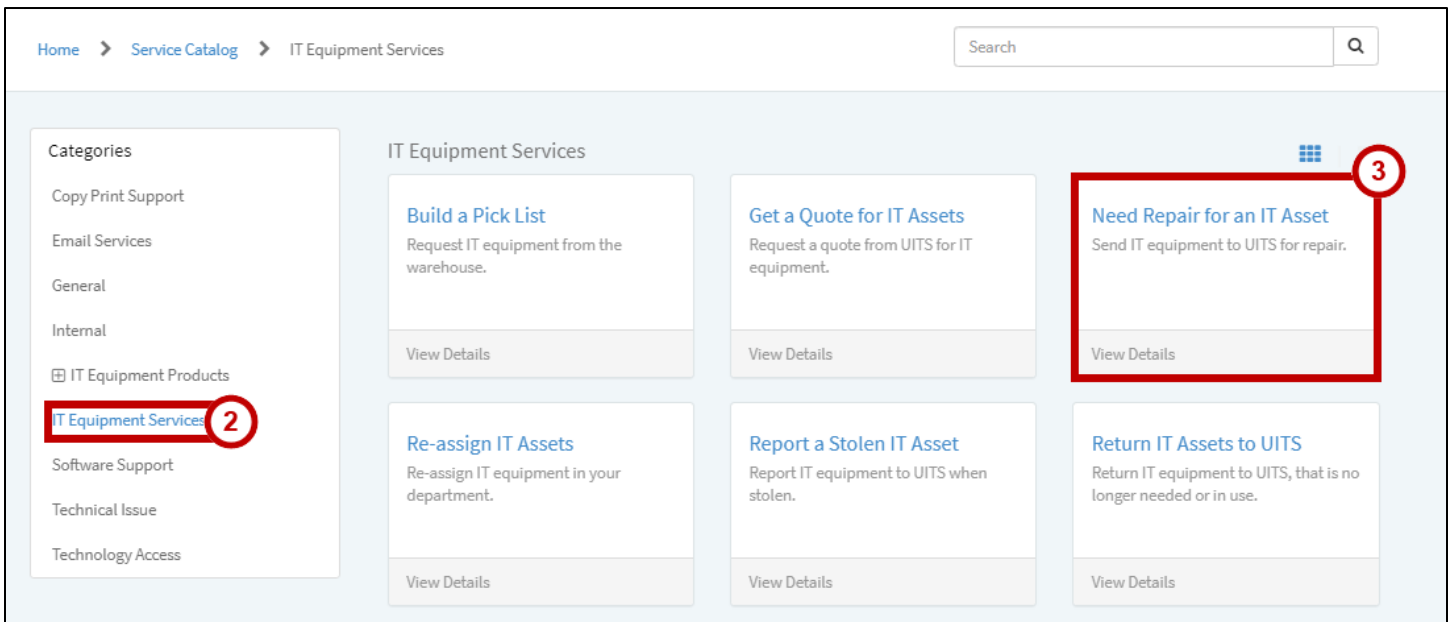


Figure 3 - IT Asset Services

- 3. Click the appropriate tile for the request you need to submit (See Figure 3).
- 4. Complete all the form fields as appropriate.

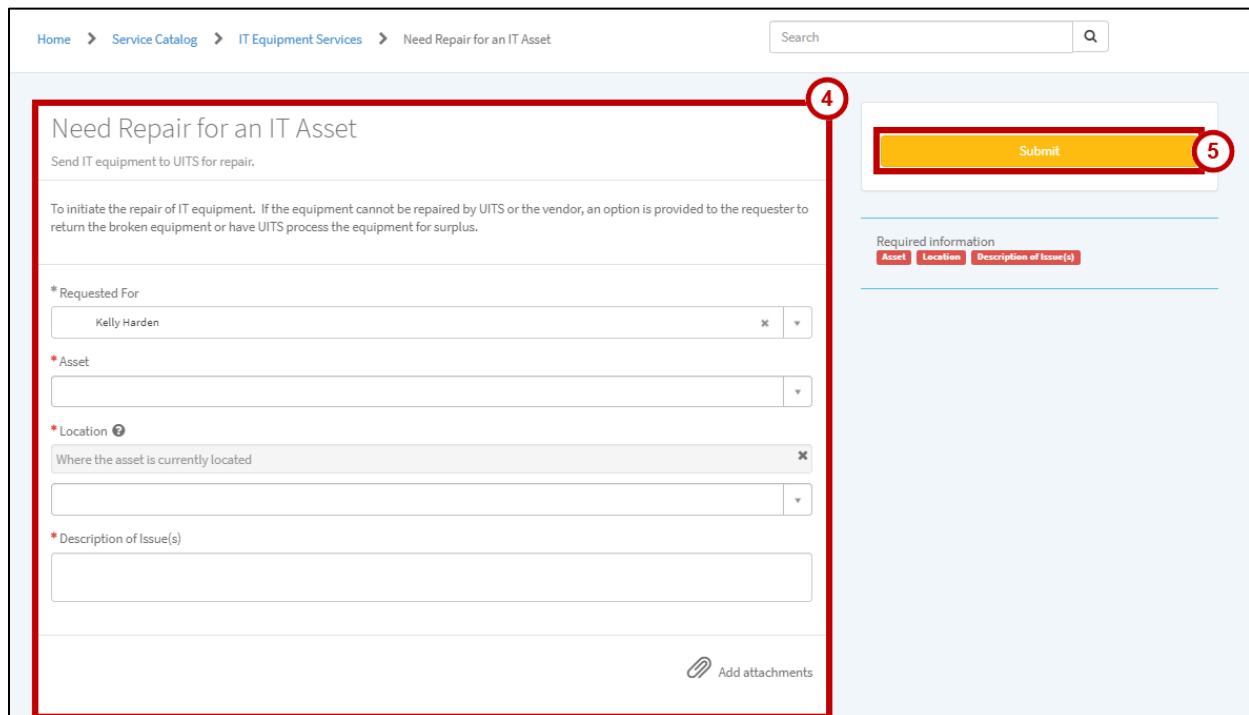



Figure 4 - Complete form and submit

- 5. Click **Submit** (See Figure 4).
- 6. The confirmation page appears. To access the asset service request status and updates later, click **My Requests** on the top menu bar for a list of all your requests.

Home - **My Requests** System Status

Home > Request Q


REQ0011323 - Transfer Asset



Microsoft Dynamics

⌚ just now • Additional comments

Request automatically approved



Microsoft Dynamics

⌚ just now

REQ0011323 Created

Requested Items

Transfer Asset

RITM0011394

Request Approved (Approved)

Completed (Pending - has not started)

Estimated completion 01/27/2021

Number	State
REQ0011323	Open
Priority	Created
4 - Low	just now
Price	
\$0.00	

Requests are picked up within 4 hours (M-F 8-5)

Attachments

There are no attachments

Figure 5 - Confirmation