How to Submit a Project Request in the KSU Service Portal

1. Navigate to service.kennesaw.edu.
2. If you are not logged in already, click Log in to sign in with Duo Authentication.
3. Click the Project Management tile.
4. Arrive at the Project Management portal. Click the Submit a Request tile.
5. Complete the Create a New Project Request/Demand form.
How to Submit a Project Request
KSU Service Portal

For additional support, please contact the KSU Service Desk at service.kennesaw.edu

Figure 2 - Create a New Demand form

a. **Request Type**: Select IT Project or Audio/Visual.
b. **Business justification**: Type your business justification.
c. **(Optional) Time Constraints**: Type time constraints using the HTML editor.
d. **(Optional) Contact for more information**: Select a secondary name from the popup filter.
e. **Requested for**: Keep your name or select a different name from the popup filter.
f. **Add attachments**: Upload files to the New Project Request/Demand.
g. **Submit**: Submit the New Project Request/Demand.

6. After submitting the request, you will arrive at the project request details page.
How to Submit a Project Request

KSU Service Portal

For additional support, please contact the KSU Service Desk at service.kennesaw.edu

Figure 3 - Request details page

a. **Type message**: Type a message to the agent.
b. **Request activity timeline**: View activity on the request, such as attachments or comments.
c. **Add attachments**: Add additional attachments to the request.
d. **Request details**: Shows request details, such as the Created date and Request Type.
e. **Attachments**: Edit previously attached items or attach more items.
7. If you navigate away and want to view your requests later, click **My Requests** after logging in to service.kennesaw.edu.

![Image of My Requests](image)

**Figure 4 - My Requests**