

# ITS Service Desk Self-Service Portal

Sign into the Self-Service portal to create, update, and view Incidents and Service Requests, and browse self-help knowledge articles. ITS-supported agencies can log in with one click by selecting 'Login with SSO,' as shown in Figure 1.

Once logged in, create an Incident or a Service Request from the service catalog.

## What is the difference between an Incident and a Service Request?

**Incident** = Something is broken. This is an unplanned event that disrupts or reduces the quality of service.

Examples include:

- Our website is down.
- My printer is broken.
- I am locked out of my account.

**Service Request** = I need something. This is a formal request for something new to be provided.

Examples include:

- New Employee Account, Separations, Permission Changes.
- I need to buy something.
- I need software installed.

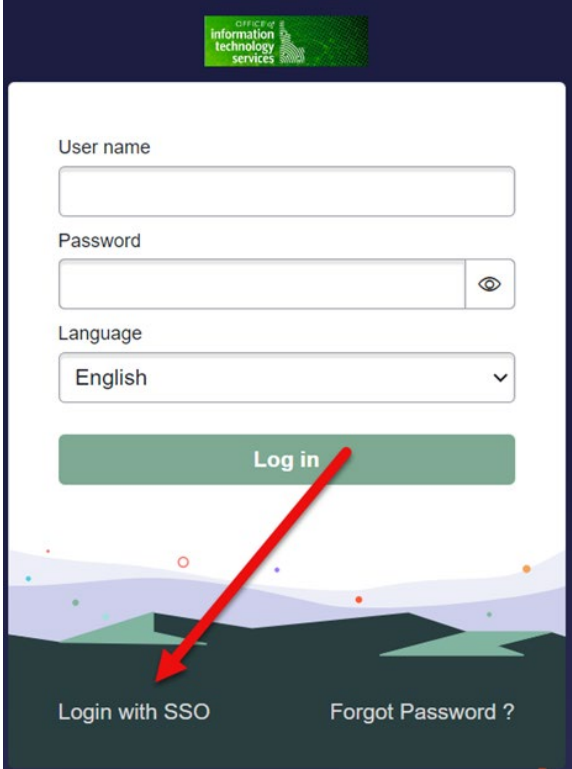


Figure 1: ITS Self-Service Portal Login Screen

Incidents and Service requests are prioritized differently. Service Requests typically require filling out a form and may contain an approval workflow. For a full list of all request offerings, log into the [Self-Service Portal](#).

### For additional information:

Email: [servicedesk@its.idaho.gov](mailto:servicedesk@its.idaho.gov)

Phone: (208) 605-4000

Hours: 7:00 AM to 6:00 PM MT

Self-Service Portal: <https://servicedesk.idaho.gov/>