



ITS Service Desk Self Service Portal

Sign into the Self-Service portal to create/update/view Incidents, Service Requests and self-help knowledge articles.

The self-service portal is located at servicedesk.idaho.gov. Login using your existing ICS username and password. Not on the ICS Domain or problems logging in? Send an email to servicedesk@its.idaho.gov.

What's the difference between an Incident and a Service Request?

Incident = Something is broken

- Our Website is down – [New Incident](#)
- My printer is broken – [New Incident](#)
- My network drive will not connect – [New Incident](#)
- I am locked out of my account – [New Incident](#)

Service Request = I need something

- New Employee Account, Separations, Changes - [\(SAR\) System Access Request](#)
- I need software installed – [Software Install](#)
- I need to buy something - [Procurement Request](#)
- I need on-site support – [Schedule On-Site Service](#)

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 [Portal](#) and select Service Catalog at the top.

Email: ServiceDesk@its.idaho.gov

Phone: (208) 605-4000

Hours: 7:00AM – 5:00PM

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