

INSTRUCTIONS FOR PLACING IT SERVICE REQUESTS

USING THE SERVICE NOW TICKETING SYSTEM

STEP 1.

Go to the following web address. Click below or copy and paste the following link into your browser address field. Also please bookmark.

<https://sc.edu/ithelp>

You can also go here...

https://sc.edu/about/offices_and_divisions/division_of_information_technology/

and click on the link on the right side of the page under the heading Request IT Help.



» Division of IT

Academic Technologies

Data

Digital Accessibility

End-User Services

Governance

IT Managers

Network and Infrastructure

Research Computing

Security

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The Division of Information Technology (DoIT) provides strategic leadership for information technology, instructional services, e-learning, and research computing at the University of South Carolina.

IT News

Beth Brigdon named Interim Vice President of Information Technology and CIO »

Recently named Interim Vice President for Information Technology and CIO, Beth Brigdon comes to the University of South Carolina with the knowledge and experience needed to lead IT as the university initiates a national search for a permanent VP/CIO.

Access to TikTok Platform No Longer Supported on USC's System Networks »

Due to ongoing security concerns on a state, federal and international level,

Current Outages

The current status, planned maintenance and status history of university systems managed by DoIT are posted on the [System Status](#) page.

Request IT Help

Submit a ticket for technology assistance using the [Self-Service Portal](#)

STEP 2.

Authenticate with USC network username and password.

USC Central Authentication Service (CAS)

 **ServiceNow**
USC Authentication System

Notice

On February 11, 2024, the University of South Carolina will launch a new Self Service Carolina for students, teaching faculty, and advisors. The new login page can be found at my.sc.edu.

Before logging into your new campus page:

1. Clear the browser cache following the instructions [here](#).
2. Follow my.sc.edu and establish a new bookmark. Your existing bookmarks may not work correctly.

 **Login Credentials Required**

Network Username/VIP ID

Password:

STEP 3.

On the landing page select the link on the right side of the page labeled “Order Something.”

UNIVERSITY OF South Carolina Service Catalog System Status My Favorites Knowledge Portal Cart

Welcome to the IT Service Portal

How can we help you?



Find Answers
Browse our knowledge base for support articles, and rate or submit feedback



Get Help
Contact our Service Desk and notify us that something is broken or report an outage



Order Something
Request services or find items you need through the Service Catalog

Announcements

No information available

News

[How to access the USCGuest network](#)
Colin McLaurin (colimm2) • 16 Views • 11d ago • ★★☆☆☆

Most Viewed

[Zoom at USC](#)
Barry Duvall (bduvall) • 2028 Views • 18d ago • ★★★★★

Current System Status

Planned Outage - Wired Admin Network (LAN) (started 05/20/2024 08:00:00 AM)

On Monday, May 20, existing wired and wireless networking hardware in Sumwalt Building will be replaced. Configuration/architecture of the network will be updated in an effort to make it more stable, easier to support, and easier to troubleshoot/resolve issues. Both the wired and wireless networks, and telephone services will be unavailable on May 20.

[More information...](#)

University of South Carolina | If you cannot find an answer to your question, contact the IT Service Desk at 803-777-1800.

STEP 4.

On the landing page under “Popular Items” select “College/School/Dept IT Service Desk.”

The screenshot shows the University of South Carolina Service Catalog landing page. The header includes the university logo and navigation links: Service Catalog, System Status, My Favorites, Knowledge Portal, and Cart. Below the header, there is a search bar and a breadcrumb trail: Home > Service Catalog > All Categories. The main content area is divided into two columns. The left column contains a 'Categories' sidebar with a list of service categories. The right column, titled 'Popular Items', displays a grid of service cards. The first card, 'College/School/Dept IT Service Desk', is highlighted with a red rectangular box. Other cards include 'Request Service Desk Assistance', 'Learning Management System', 'Software Licensing and Distribution', 'Job Scheduler (UC4)', and 'PeopleSoft HCM - Access & Requests for PeopleSoft HCM'. Each card includes a brief description and a 'View Details' link. At the bottom of the page, a footer note reads: 'University of South Carolina: If you cannot find an answer to your question, contact the IT Service Desk at 803-777-1600.'

STEP 5.

Under “Affected User” type your name.

The screenshot shows the 'College/School/Dept IT Service Desk' form. The header includes the university logo and navigation links: Service Catalog, System Status, My Favorites, Knowledge Portal, and Cart. Below the header, there is a search bar and a breadcrumb trail: Home > Service Catalog > A-Z Service List > College/School/Dept IT Service Desk. The main content area is a form titled 'College/School/Dept IT Service Desk'. The form includes a description: 'Use this form to request help from your local IT Department from the Enterprise Service Desk (uniTe)'. Below the description, there is a note: 'If your division or department is not listed below, please use the Request Service Desk assistance item.' The form is divided into several sections. The first section, 'Indicates required', contains a dropdown menu for 'Affected User' (highlighted with a red box) and a text input field for 'Affected User's Division'. The second section, 'From whom are you seeking assistance?', contains a dropdown menu with 'None' selected. The third section contains text input fields for 'Building', 'Room', 'Floor', and 'Alternate Location'. Below these fields, there is a message: 'Is your division not listed? Click Here'. The final section, 'I need help with...', contains radio buttons for 'Classroom AV/Projector', 'Hardware', 'Software', 'Email', and 'Printer & Toner'.

STEP 6.

Select the field labeled “ -- None -- ” beneath “From whom are you seeking assistance?” A dropdown menu will open. Scroll down and select “College of Information and Communication” from the list.

The screenshot shows the 'College/School/Dept IT Service Desk' form. At the top, there is a navigation bar with 'Home > Service Catalog > A-Z Service List > College/School/Dept IT Service Desk' and a search bar. The form title is 'College/School/Dept IT Service Desk' with a heart icon. Below the title, it says 'Use this form to request help from your local IT Department from the Enterprise Service Desk (uniTe)'. A note states: 'If your division or department is not listed below, please use the Request Service Desk assistance item.' There are three main sections: 1. 'Affected User' with a text input field and 'Affected User's Division' with a text input field. 2. 'From whom are you seeking assistance?' with a dropdown menu showing a list of colleges: Athletics, College of Arts and Sciences, College of Education, College of Engineering and Computing (CEC), College of Information and Communication (selected), College of Nursing, College of Pharmacy, and Honors College. 3. 'Room' with a text input field, 'Alternate Location' with a text input field, and 'I need help with...' with radio buttons for Classroom AV/Projector, Hardware, Software, Email, and Printer & Toner. At the bottom, there is a footer: 'University of South Carolina | If you cannot find an answer to your question, contact the IT Service Desk at 803-777-3800.'

STEP 7.

Select the field labeled “Building” and type the name of your location. Type “Journ” to bring up SJMC, or “Davis” for Davis College, and select it from the dropdown menu.

Enter the room number where the problem is occurring in the field labeled “Room,” along with the floor number in the field labeled “Floor.” If you are working remotely, type “Remote” in the field labeled “Alternate Location.”

This is a close-up of the 'Building' dropdown menu. The dropdown is open, showing a search bar with 'Journ' entered and a magnifying glass icon. Below the search bar, there are two options: 'Journ' and 'Sch of Journalism & Mass Comm.' The 'Sch of Journalism & Mass Comm.' option is highlighted in blue. To the right of the dropdown, there are three text input fields: 'Room', 'Alternate Location', and another empty field.

STEP 8.

Under “I need help with...” select the option that best fits the problem you are having.

* I need help with...

- Classroom AV/Projector
- Hardware
- Software
- Email
- Printer & Toner
- Server
- Website/Web page
- Facilities (CIC, College of Education, HRSM, Nursing & University Libraries)
- Something not on this list

STEP 9.

In the field labeled “Short description” type a brief overview of the problem you are having. Use the field labeled “Please describe your request” to provide as many details as possible.

* Short description

Printer in Room 215 is jamming

* Please describe your request

When I try to print my document, the printer (XC_215_821) gives an error message that says "Jam in Tray 1."

STEP 10.

After you have finished describing your request, select the blue button labeled “Order Now” to submit the ticket.

* Short description

Printer in Room 215 is jamming

* Please describe your request

When I try to print my document, the printer (XC_215_821) gives an error message that says "Jam in Tray 1."

 Add to Cart

Order Now