



TEXAS SOUTHERN UNIVERSITY

3100 CLEBURNE AVENUE ▪ HOUSTON, TEXAS 77004

OFFICE OF INFORMATION TECHNOLOGY

Hannah Hall Suite 320

Phone (713)313-4357/Fax (713)313-6876

IT Service Center Self-Service Procedure

Logging In

1. Click the link below to access the IT Service Center.

<http://ITServiceCenter.tsu.edu>

2. Login

- **Email Address:** Email address provided by the school
- **Password:** Use the password associated with your email (**Computer Login Password**)
- **Select Login**

Forgot your login credentials?: You must request a password reset with the IT Service Center (713-313-4357/HELP). The “**reset your password here**” link is unavailable at this time.

Login

Email Address:

Password:

[Single Sign-on Customers](#)

Forgot your login credentials?

If you cannot remember your login credentials, you can [reset your password here](#).

Attention:

For priority issues that require immediate attention, please contact the Help Desk directly via phone.

Figure 1. IT Service Center Login Screen

Homepage / Navigation Menu


When you log in to the IT Service Center, you are directed to your homepage. The navigation menu is located on the left side of the screen.

Create a Ticket

To create a Self Service ticket:

1. Select the **Service Catalog** option under the **Self-Service** section on the navigation menu.
2. Select the **Can We Help You?** Link.
3. Select **Request Something** or **Something is Broken** link based on your request.
 - a. **Request Something (Service Request)** - a need from the **end user** for information, advice, equipment, a standard change, or access to a service. **All Password Resets are considered requests.**
 - b. **Something is Broken (Incident)** - an unplanned interruption to a system or service, a problem with something that was previously working. **Usually reserved for Outages.**

The following Fields should be completed (**Request Something fields below**):

FIELD	FIELD INFORMATION
Please provide a brief summary of what you are requesting.	Please select the More information link if clarification is needed.
Please fully describe your request.	Please select the More information link if clarification is needed.
Do you have anything you need to attach?	Add attachments to the ticket request to assist in your explanation of your request.
Opened on behalf of	Auto-populated with your name.
Open on behalf of this user	Please select the More information link if clarification is needed.
What phone number should we use if needed?	Defaults to your profile number. Can be changed to a more appropriate number.
Company: Campus: Building:	<ul style="list-style-type: none">• Defaults to Texas Southern University• Defaults to TSU.• Defaults to your building from your profile, If not correct, change it to reflect the proper building.• NOTE: Click  to display a list of options for each field.• NOTE: At this time, DO NOT use the <u>Room Field</u>. <u>Room number can be added in the description field.</u>

4. After completing the required fields, press the **Submit** button to complete your ticket.