

## Introducing the Rutgers IT Help portal

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Wed 9/21/2022 10:43 AM

To: INFO\_FS\_ALLCAMPUSES@RAMS.RUTGERS.EDU <INFO\_FS\_ALLCAMPUSES@RAMS.RUTGERS.EDU>

Members of the Rutgers Community:

We are excited to announce the launch of the new [Rutgers IT Help portal](#), a one-stop shop for technical support at Rutgers. This self-service portal is a significant step in Rutgers IT's efforts to streamline the technical support experience for the university.

### What are the benefits of the Rutgers IT Help portal?

Designed to encourage self-service, provide ease of use and flexibility, and align with university best practices, the Rutgers IT Help portal offers many benefits including:

- **A quick way to find answers to your questions about IT at Rutgers.** Hundreds of [how-to articles and frequently asked questions](#) on various IT topics are available, and the portal's smart search function will generate the appropriate resource for you based on your search entry.
- **An easy way to submit an IT issue to your local support team or the Office of Information Technology Help Desk.** If you can't find what you're looking for on your own in the knowledgebase or have an IT problem you can't solve, you can get help directly from the portal.
- **The ability to track the status of your reported IT incidents or requests.** All your IT support interactions are logged through the portal so you can get the latest updates and follow up on your IT issue.
- **Request IT service forms to streamline your requests.** From ordering computer equipment and software to requesting new groups or folders, the portal allows you to make an IT service request and track the status.
- **Accessible any time, from anywhere, on any device.** The portal's intuitive interface is desktop, mobile, and tablet friendly.

Additionally, the portal leads to other important Rutgers IT resources such as the [Rutgers IT website](#), IT alerts, help and support locations and hours, Tech Guides, and more.

### How can I access the portal?

The Rutgers IT Help portal is available and ready for your use. We encourage you to explore the portal by [logging in with your NetID and password](#).

### Questions?

If you have specific questions or need assistance accessing the Rutgers IT Help portal, please contact [your department's IT staff](#) or your [local Office of Information Technology Help Desk](#).

Best regards,

Michele Norin  
Senior Vice President and Chief Information Officer