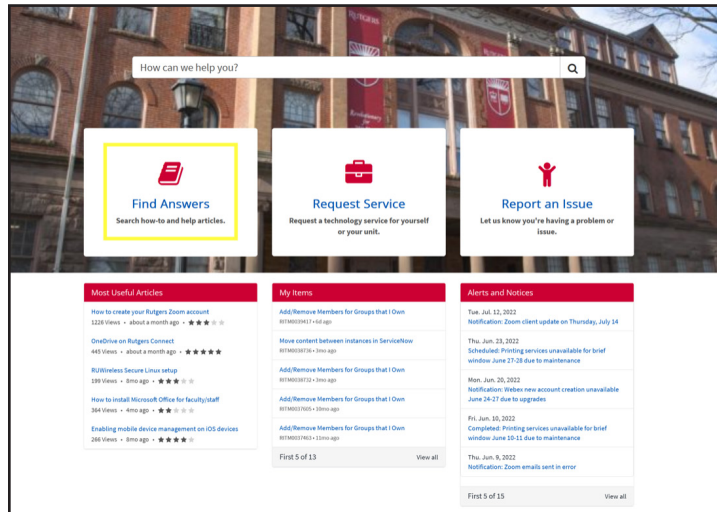


QUICK GUIDE TO THE RUTGERS IT HELP PORTAL

The Rutgers IT Help portal is a one-stop shop for Rutgers IT support as it enables the university community to request IT services and equipment, search for IT solutions, and report IT issues directly through the portal.

Users can access the self-service portal by logging in with their NetID credentials at ithelp.rutgers.edu. Read below for additional tips and information about the Rutgers IT Help portal.



Find answers

Browse through or search directly for how-to articles and frequently asked questions based on your technology needs.



Request services

Choose the “Request Service” button on the homepage of the Rutgers IT Help portal to request technology services and equipment like computers, software, go.rutgers.edu, and more for your unit/department.

The screenshot shows a 'General Request' form. At the top left, it says 'Indicates required'. The main heading is 'General Request' with a sub-heading 'Procure or request something that is not currently available in the catalog'. Below this is a note: 'Use this form to procure or request something that is not currently available in the catalog. If something is not working, then please access Get Help on the portal page to create an incident and allow for expedited processing.' There are two main sections: 'Help Desk' and 'Instructions'. The 'Help Desk' section has a dropdown menu set to 'OIT Technical Support' and a checkbox for 'Make this my default Help Desk'. The 'Instructions' section contains a grey box with text: 'Please check the Service Catalog and Knowledge Base before submitting your incident. Call the OIT Help Desk at 848-445-HELP and select the faculty/staff option for immediate service.' Below this is a 'Summary' section with a text input field and a label 'Please describe your issue below'. At the bottom right, there is a red 'Request' button and a 'Required information' section with a red 'Required' label and a link 'Request on the site later'. A 'Delivery Time: 28 Days' indicator is also present.

Reporting an issue

If you can't find what you're looking for when searching the portal, choose “Report an issue.” That will lead you to an online ticketing system so you can contact your support team or the Office of Information Technology Help Desk directly.

The screenshot shows the homepage of the Rutgers IT Help portal. At the top, there is a search bar with the text 'How can we help you?'. Below the search bar are three main service tiles: 'Find Answers' (with a book icon), 'Request Service' (with a briefcase icon), and 'Report an Issue' (with a person icon and a yellow border). Below these tiles are three columns of content: 'Most Useful Articles' (listing articles like 'How to create your Rutgers Zoom account'), 'My Items' (listing items like 'Add/Remove Members for Groups that I Own'), and 'Alerts and Notices' (listing notices like 'Zoom Client update on Thursday, July 14').

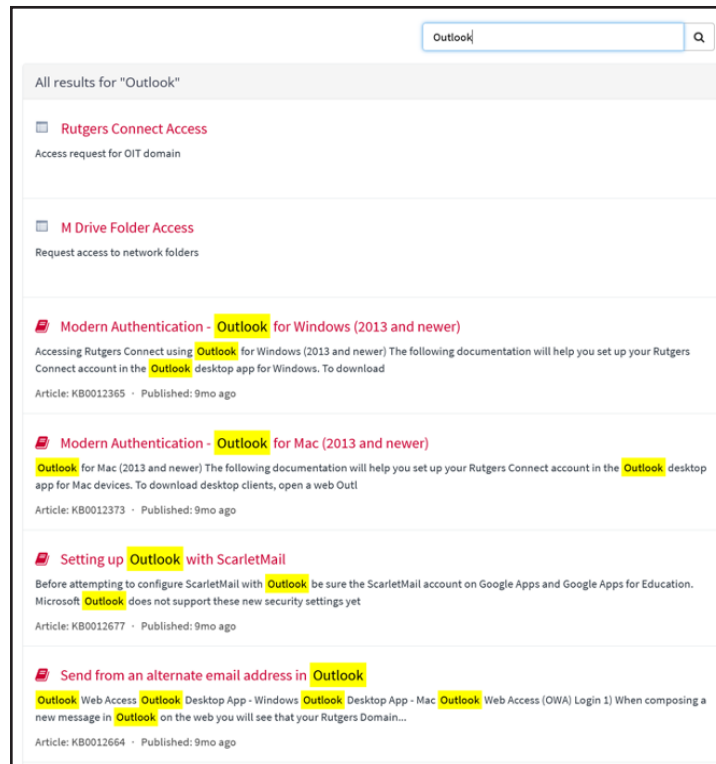
Viewing the status of your submitted requests and IT issues

At the top right-hand corner of the screen, to the left of the user's profile icon and their full name, is “My Items.” After clicking on this option, you can track all incidents and requests, from technical support to equipment or software inquiries.

The screenshot shows the 'My Items' page in the Rutgers IT Help portal. The top navigation bar includes 'RUTGERS IT Help', 'RUTGERS.EDU', 'IT.RUTGERS.EDU', 'IT ALERTS', and 'My Items'. The main content area has a search bar and a 'My Items' breadcrumb. Below this are two sections: 'My Incidents' and 'My Requests'. Both sections show 'You do not have any incidents' and 'You do not have any requests' respectively. A 'FILTERS' sidebar on the left lists options: 'Open', 'Closed Last 30 days', 'Closed Last 6 months', and 'Closed All Time'.

Search for answers






Users can also save time by utilizing the search bar, which will generate the best resources based on the search entry.



Looking for additional tech resources?

If you'd like to look up specific tech services at Rutgers, visit the Rutgers IT website and browse through computer labs, software portal, the Tech Guides, and more.

Additional Resources

 Rutgers IT Website Visit the Rutgers IT Website to learn more about IT tools and resources available to the university community. Visit	 Computer Labs Looking for a computer to work on or how to print an assignment? Check out Rutgers' computer labs including locations and hours. Learn More
 Help & Support View answers to top tech questions and how to contact the Help Desk or departmental support contacts. Get Help	 Software Portal The University Software Portal offers a variety of applications and software available for Rutgers students, faculty, and staff. View
 Tech Guides Learn how to use Rutgers IT services and resources with helpful tech guides for faculty, staff, and students. View	 Security Protect your Rutgers accounts by reviewing resources for web conferencing security, phishing, antivirus software, and more. Learn More

Follow @RutgersIT on Social 