Using the Ivanti Workorder System

Log in to Ivanti
Go to Ivanti Self Service ([https://uwsaitsm-amc.ivanticloud.com/](https://uwsaitsm-amc.ivanticloud.com/))

Select UW-Stevens Point and click Go.

Select Sign in with UWS Login and log in with your UWSP account. You will be required to authenticate with MFA.

You are logged into Ivanti’s Self Service portal.

- To submit a new workorder, select Service Catalog.
- To view your existing workorders, select My Items.
Submit a New Workorder

You can submit either an Incident or Service Request workorder.

Submit an Incident when a service provided by IT to UWSP is interrupted unexpectedly (as in unannounced), or the quality of the service is reduced. For example, the wireless stops working in a building, or you are experiencing problems with software deployed to a computer classroom.

An Incident can impact or has the potential to impact a number of people, an entire building, or an entire UWSP campus.

A Service Request is a request for assistance, such as unlocking a locked UWSP account or help with moving computer equipment. A Service Request should be used to request changes to an existing service, such as a department name change. They should also be used to request something new such as server space for a class project or a new distribution list.

Log into Ivanti Self Service and select Service Catalog.

To submit an Incident select New Generic Incident.

To submit a Service Request select Service Request – IT.
In the new Incident or Service Request window, complete all fields making sure to include a detailed description. Then click **Save (Incident)** or **Submit (Service Request)** at the bottom.