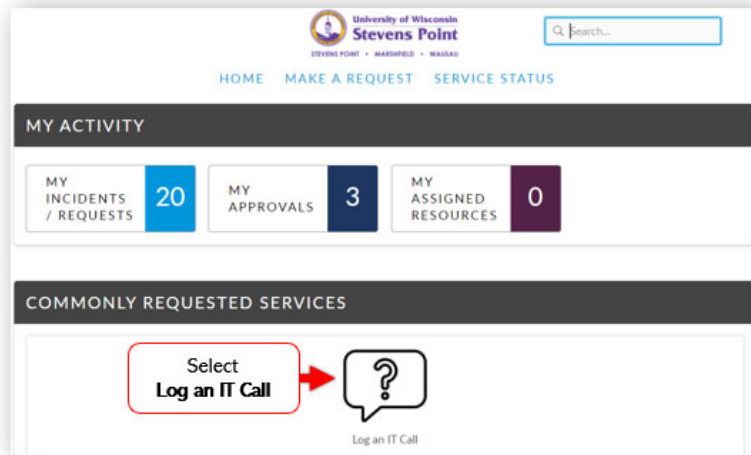


Submit a Workorder Through the Alemba Self Service Portal

Log into the Alemba Cloud Portal at: <https://wisconsin.alembacloud.com/production/portal.aspx>. Note: MFA authentication is required.

Below **Commonly Requested Services**, select **Log an IT Call**. This takes you to the **Log a Call** screen.



Since you are logged into Alemba, the call is created under your name. If you are entering the call for a different person, place a check next to, **"I am reporting this for someone else"**. Begin typing their name to select them.

Optional Fields:

- Adjust the **Impact** if your service request or issue affects multiple people.
- Enter a **Building** and **Room** if your Call is connected to a specific location.

ADD A DETAILED DESCRIPTION: When reporting a problem or request work, **include details** like computer name, error message, or task you need completed. A Service Desk Analyst will use your detailed description to route your call to where it needs to go.

Click **Submit** to send your Alemba Call to the IT Service Desk.

A screenshot of the 'LOG A CALL' form in the Alemba Self Service Portal. The form is titled 'LOG A CALL' and 'Form(s) For: Log an IT Call'. It includes a checkbox for 'I am reporting this for someone else' with an annotation: 'To submit the call for another person check, "I am reporting this for someone else" and add them.' Below this is a text field for 'Best way to contact (phone no./email address)'. The 'Impact' dropdown menu is set to 'Individual' with an annotation: 'Change Impact if your service request or issue affects multiple people.' The 'Building' and 'Room / Area' fields are empty with an annotation: 'Enter a Building and Room if your Call is connected to a specific location.' The 'Description' field is a rich text editor with an annotation: 'No need to specify whether your Call is a problem or a request for service. Make sure to provide a detailed Description and a Service Desk Analyst will route your call where it needs to go.' At the bottom, there is an 'Attach File' section with a 'Choose Files' button and the text 'No file chosen'.