

Add Information or Check Progress on Your Alemba Calls

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

Scroll down. Your Alemba Calls are listed in the **MY CALLS / REQUESTS** section.

The screenshot shows the top navigation bar with 'HOME', 'MAKE A REQUEST', and 'SERVICE STATUS'. Below is a 'MY ACTIVITY' section with 'MY CALLS' (0) and 'MY ASSIGNED RESOURCES' (0). The 'MY CALLS / REQUESTS' section contains a table with the following data:

No.	Date	Status	Title	Description
C5635	06/30/2021 1:24 PM	New (Shared)	STP Self-Service Portal Service Request Template	My solar powered keyboard has died. Please replace. Please use account 112233
C5634	06/30/2021	New	STP Self-Service Portal	

Click on a call in the list to open it.

- Scroll down to learn about any current actions or work that has been done on your call.
- If you have more information to share, or a file such as a screenshot to include, select **ADD NOTE** or **ADD ATTACHMENT** at the right.
- Have you found a solution or has the problem resolved on its own? Click **CLOSE INCIDENT** to close your call without taking time to contact IT!

The screenshot shows the 'REVIEW PAST/CURRENT CALL' page for call number 5635. The 'DETAILS' section includes:

- Log Date: 06/30/2021 1:24 PM
- User: Mary M
- Type: *Select...
- Status: Open

Below the details are buttons for 'SEARCH', 'ADD NOTE', 'ADD ATTACHMENT', and 'CLOSE INCIDENT'. The 'HISTORY' section shows a list of actions with a '(None)' status.