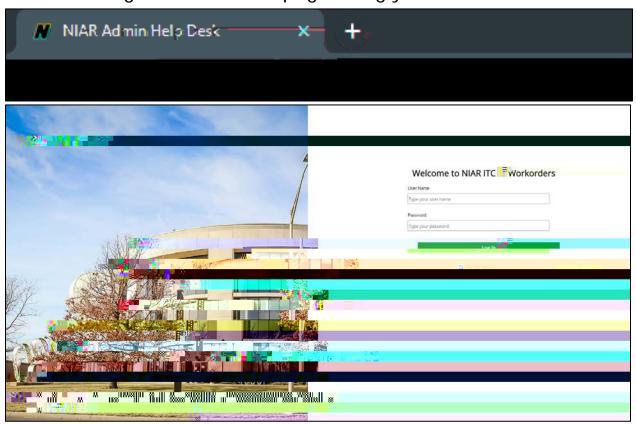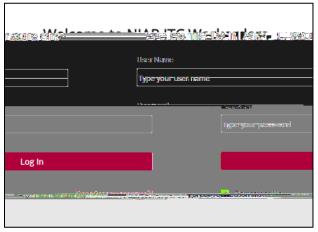# Work Order Page URL: http://help.wsuniar.org
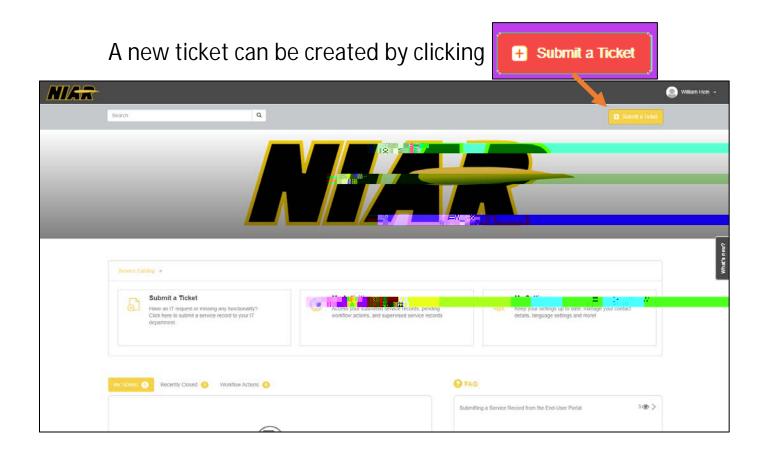
You can sign into the new page using your NIAR credentials.

After signing in, you will be taken to the Self-Service Portal.

The Self-Service Portal allows you to enter new tickets, view open tickets, perform workflow actions, and view FAQs.

A new ticket can be created by clicking **Submit a Ticket**

Fill out the Template or Category fields to describe the nature of the ticket. Once completed, the rest of the request form will update to reflect the respective ticket type.

Submit a Ticket

Template
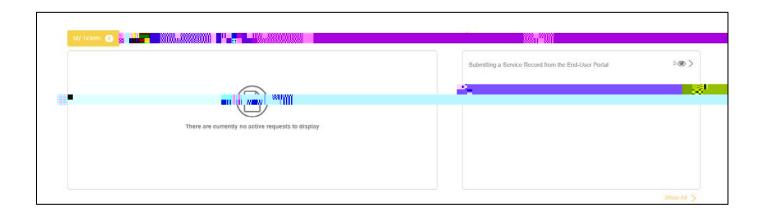
Basic Request Process

Basic Request Process

Description

Basic Request Process

Urgency
Low

Attachments
Select Attachments or drag and drop files

Submit a Ticket

Category

After a ticket is submitted; tickets and workflow actions can be viewed on the bottom left of the Self-Service Portal, and FAQs can be seen on the right.

Users can respond to work order related e-mails directly from Outlook/Web-mail/mobile e-mail app. Those e-mails will be logged onto the respective work orders as messages for the assigned IT admin.

If any additional help is required regarding this new work order page,
Or if you have any questions, please contact:
ITC Help Desk at (316) 978-7318