



ITS | Helpdesk Portal

You can reach the ITS helpdesk portal at:
<https://portal.iowadatecenters.com>

You can also find this link on our website, under the Support tab, or link through the Lynnville-Sully tech page.

Use your work email address to login.

Service History Request Service Subcontractor Service

Service

Filters: On Off Clear filters

Contact	Description	Priority	Status	Received	Closed	Reference
56570	Leslie Althoff testing the system	Normal	Closed	1/16/2018	1/16/2018	

Page: 1 of 1 Go Page size: 1 Change Page 1 of 1, 1 items.

To enter a helpdesk request, click the service tab on the left. Then, in the three tabs at the top, click "Request Service."

Enter a brief description and detailed description. Think of the brief description as an email subject line and the detailed description as the body of the email.

Check your contact information and give us a specific time or alternate contact to call if desired.

You can also indicate a PRIORITY - Emergency, High, Normal or Scheduled.

Click the submit button when you are ready to send to our technicians. Some tickets may be dispatched to Erin Jones onsite at Lynnville-Sully.

Service History **Request Service** Subcontractor Service

Service

Account: ITS Data Center

Name: Leslie Althoff

Email: lesliealthoff@gmail.com

Phone: (319) 361-9300 Ext. []

Optional Request Details

PO Number: []

Status: Queued

Priority: Normal

Schedule: []

Reference: []

System: []

✓ Brief Description: []

✓ Detailed description of your issue: []

SUBMIT

You can also use the ticket portal to login and view past and current tickets, add notes and look for status updates.

Email the helpdesk:

You can also send us an email from your work email address to request helpdesk support. Our address is:

helpdesk@lshawks.com

All emailed tickets are seen by both ITS and Eric Jones. Depending on the ticket request, tickets may be dispatched to Eric or ITS.

Use the subject line to give us a brief description of the problem and the body to give us a few more details. Please let us know if there is a specific time or best way to contact you. All email tickets are NORMAL priority by default.

Call the helpdesk:

You can reach our dispatch team at 319-465-4463 to get a ticket started. Please be prepared to give your name, school name and a brief description of your issue.