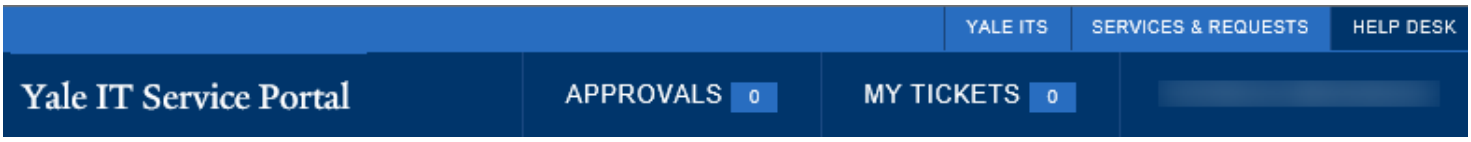
IT SERVICE PORTAL

Yale

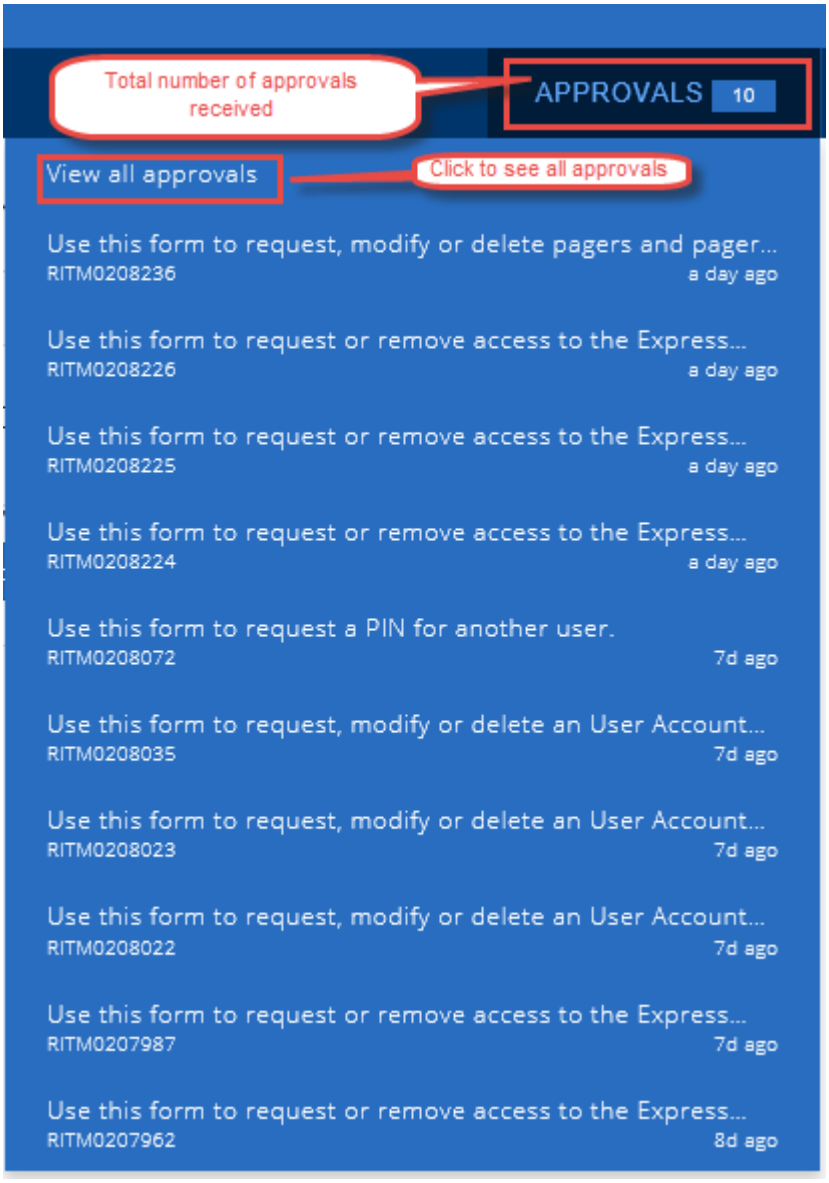
START Retirement Crosswalk Page

IT Service Portal Page

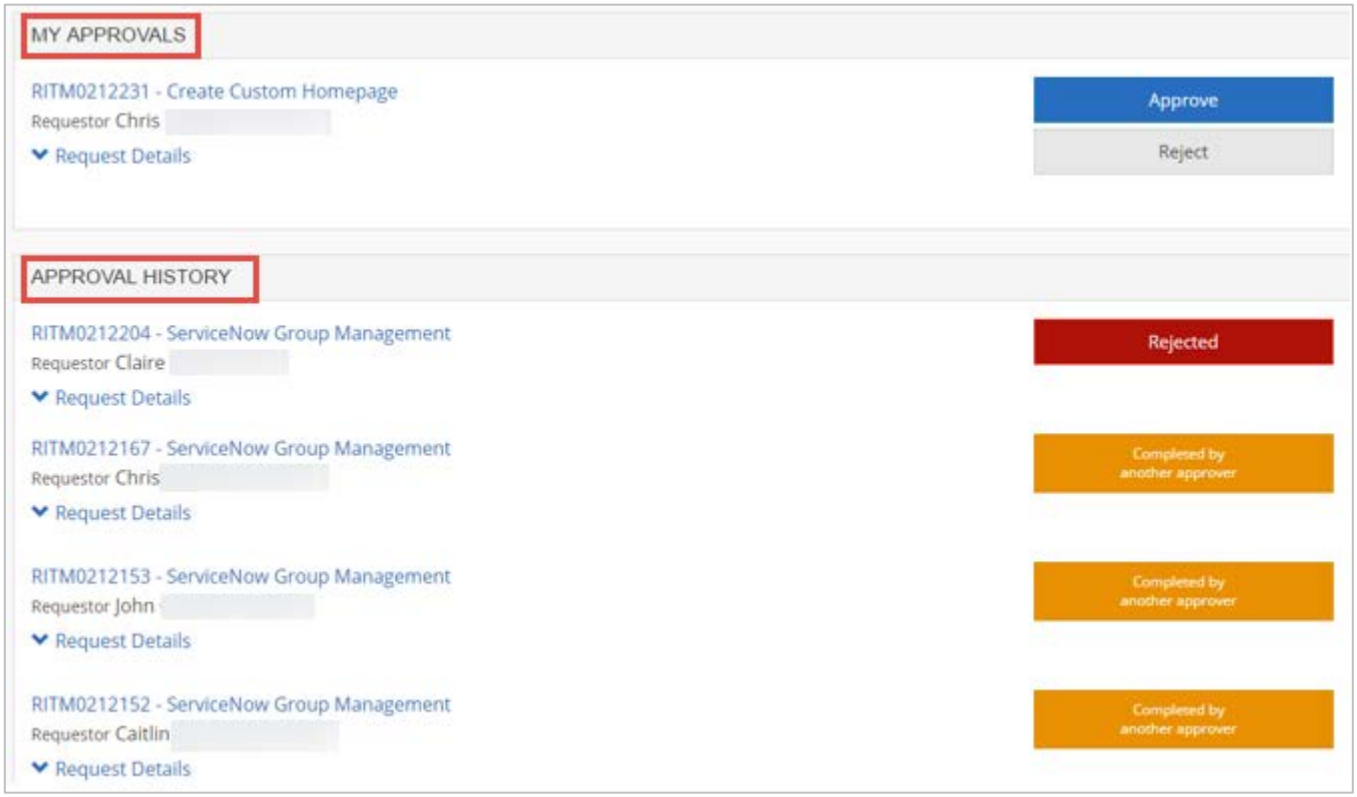
Navigation – Top Menu Bar



- **YALE ITS** – Routes users to the Yale Information Technology Services home page.
- **SERVICES & REQUESTS** – Routes users to the Yale Information Technology Services page.
- **HELP DESK** – Routes users to the Yale Information Technology Services, IT Help and Support page
- **APPROVALS** – Click **APPROVALS** and the below screen will display. This view will allow users to click **View all approvals** within their group, including historical approvals. Users can also click on actual request to view the details.

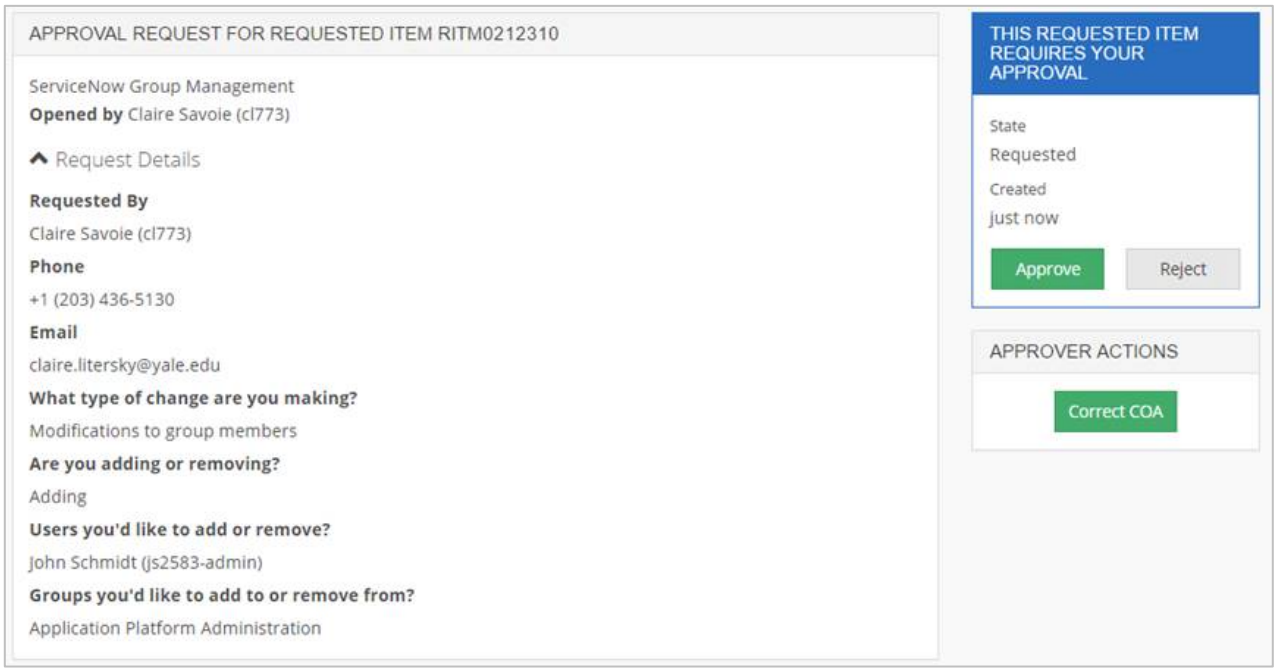


The below screen will display when users click on View All Approvals on the above noted screen:

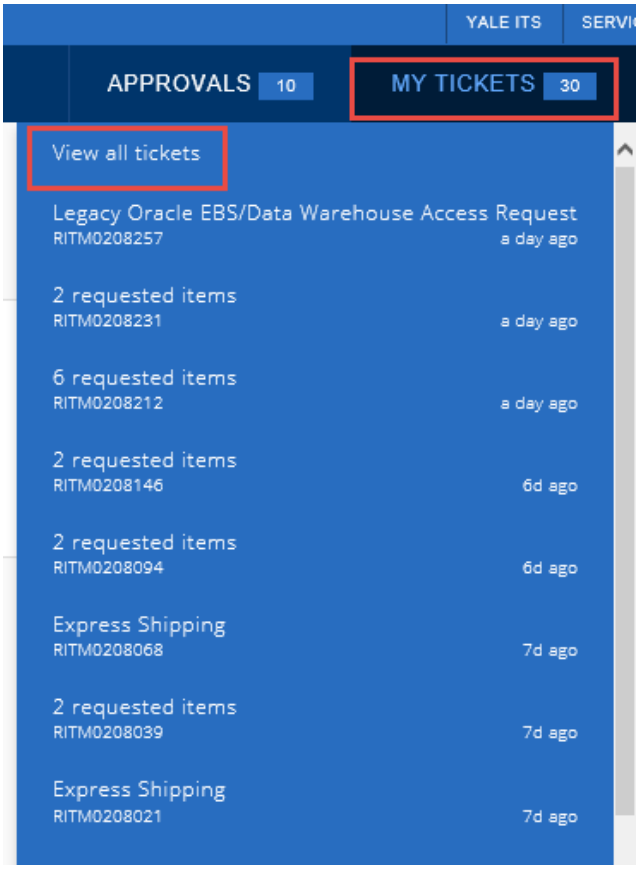


- **MY APPROVALS** – This section displays requests that are pending approvals. The approver can click **Requests Details** to see additional information. An approver would click **Approve** or **Reject**.
- **APPROVAL HISTORY** – This section displays request that have been sent to you for approval, if you or another person approved the request. **NOTE** – When a request is approved by someone other than yourself, the orange box will state **Completed by another approver** (someone within the approval group).

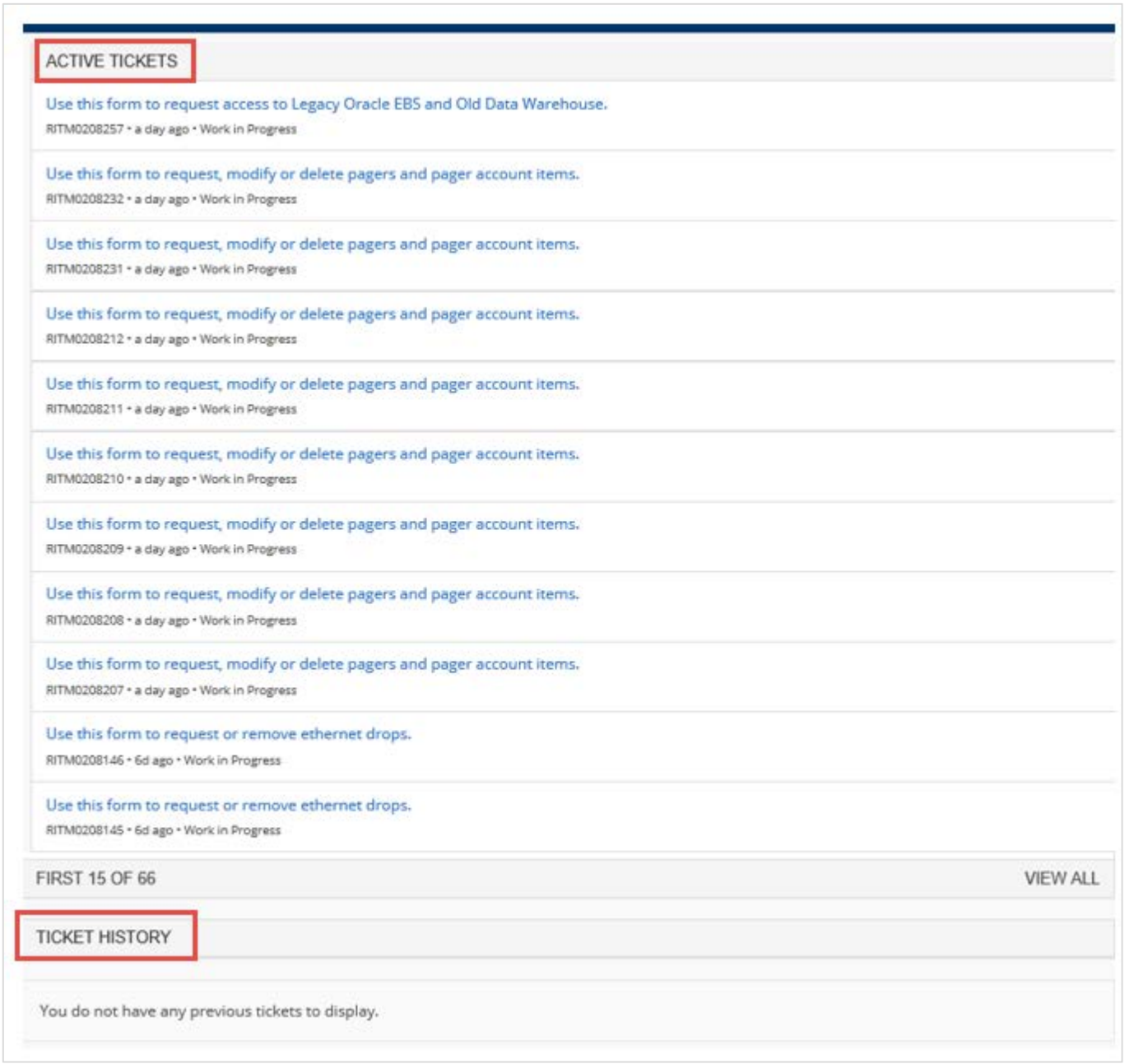
The below screen displays when the approver clicks on the request number for more information about the request and its **State** (status).



- **MY TICKETS** – When users first clicks **MY TICKETS**, the below screen displays listing all tickets submitted.



Click **View all tickets** to see more detail:



- **Active Tickets** - Tickets that are awaiting to be fulfilled.
- **Ticket History**- Tickets that have been fulfilled or cancelled.

Users can click on the request itself to see more details.