

## Accessing the University of Alberta Service Portal - No CCID

### *University of Alberta Service Portal Quick Reference Guides*

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Reviewed: 5.31.22

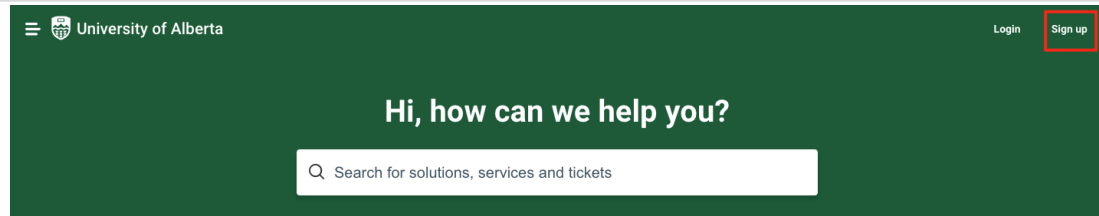
<b>Description:</b>	<b>Who is this for:</b>
You'll need an account to submit requests and inquiries via the University of Alberta (U of A) Service portal. This guide demonstrates how people and organizations without a CCID (e.g. prospective students, vendors, parents) can create an account for the U of A Service portal.	Prospective Students, Parents, Vendors, Third Parties

### **Accessing the University of Alberta Service Portal - No CCID**

Create a U of A Freshservice Portal Account	1
Submitting a Request or Question	5
How to Monitor and Manage Your Tickets	6

## Create a U of A Freshservice Portal Account

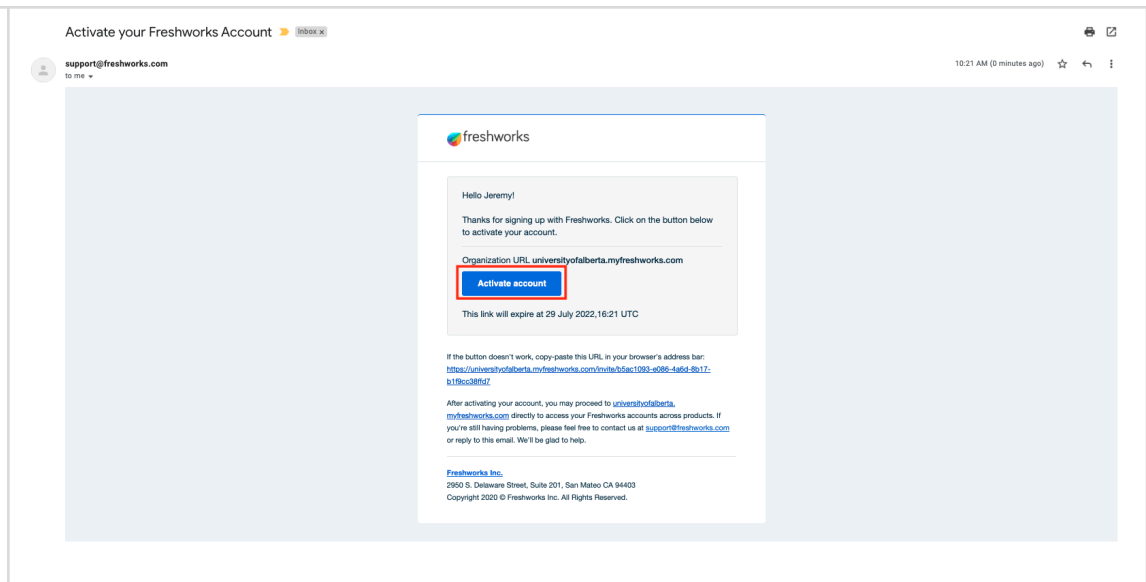
1. Go to the [sign up link](#) in the upper right hand corner of [the portal](#)



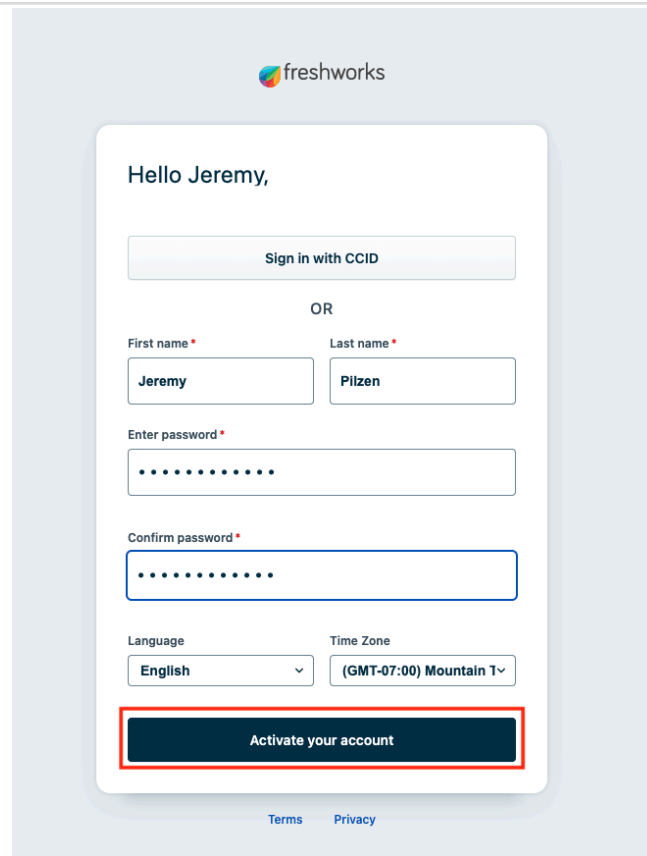
2. Create your U of A Service portal account by entering your name and email. Once you've entered the details select "Register"
  - Select "I'm not a robot" and fill in the "Captcha."
  - You'll receive a notification in your email enabling you to activate your account and create a password.

This screenshot shows the 'Signup for your Freshservice' form. It includes input fields for 'First Name' (containing 'Jeremy'), 'Last Name' (containing 'Pilzen'), and 'Email' (containing 'jpilzen@work.com'). Below these fields is a reCAPTCHA section with an 'I'm not a robot' checkbox and a reCAPTCHA logo. At the bottom of the form are two buttons: 'Register' (highlighted with a red rectangle) and 'Cancel'.

3. Go to your email inbox and select "Activate account" in the activation email.



4. **Create and confirm your password and then select “Activate account.”**  
→ You’ll use your email and password to login to the U of A Service portal.



The image shows a web form for account activation on the Freshworks platform. At the top, the Freshworks logo is displayed. Below it, the text "Hello Jeremy," is shown. A button labeled "Sign in with CCID" is present. Below this, the word "OR" is centered. The form then asks for the "First name" (Jeremy) and "Last name" (Plizen). It then prompts the user to "Enter password" and "Confirm password", both fields containing masked characters. Below these, there are dropdown menus for "Language" (set to English) and "Time Zone" (set to (GMT-07:00) Mountain T). At the bottom of the form, a dark blue button labeled "Activate your account" is highlighted with a red rectangular border. At the very bottom of the page, there are links for "Terms" and "Privacy".

freshworks

Hello Jeremy,

Sign in with CCID

OR

First name \* Last name \*

Jeremy Plizen

Enter password \*

Confirm password \*

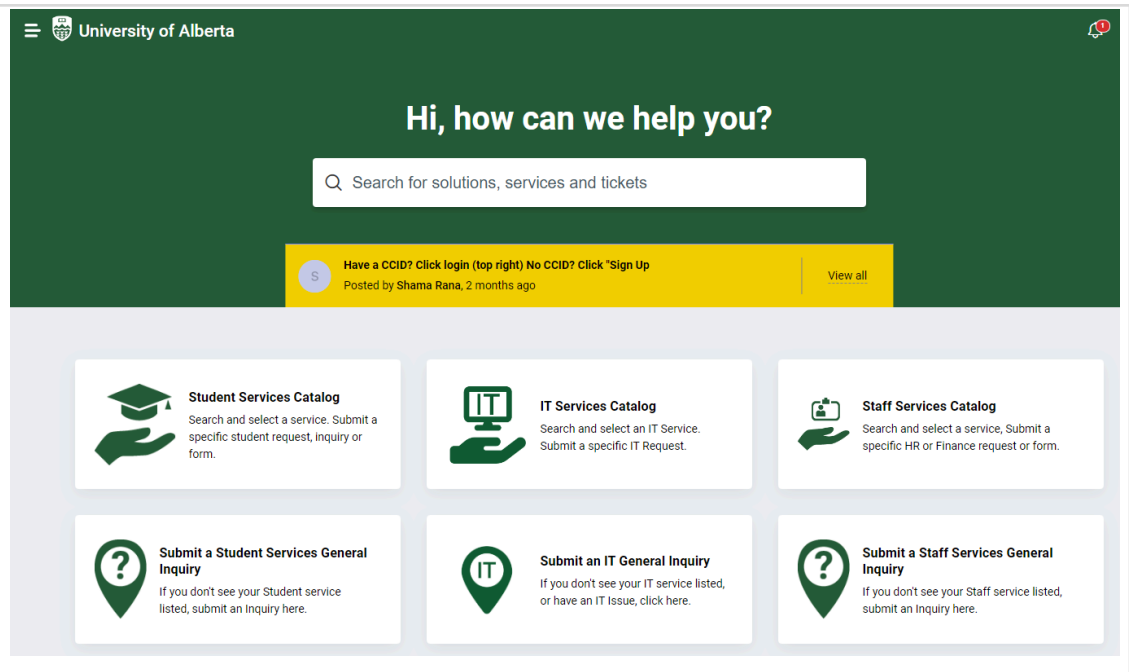
Language Time Zone

English (GMT-07:00) Mountain T~

Activate your account

[Terms](#) [Privacy](#)

5. After activating your account, you'll be taken to [the portal](#) and be able to access the "General Inquiry" form and a list of your tickets.



## Submitting a Request or Question


- 1. You can submit a request or question through a General Inquiry on the U of A Service Portal home page.**

- 2. Fill out the General Inquiry request, identifying the type of support you're looking for. There are three service areas available:**
- Student General Inquiry will route to the Student Service Centre
  - Staff General Inquiry will route to the Staff Service Centre
  - IST - IT Services Issues will route to the IT Service Desk

- You are able to attach documentation to the general inquiry request by clicking “Attach a File”.**
- Click the “Submit” button on the bottom right hand corner.**
- You will receive an email that your request has been submitted. Future emails will be sent to your email, as the request is addressed.**


**Click the “Submit” button on the bottom right hand corner.**

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
**Submit a Student Services General Inquiry**

If you don't see your Student service listed, submit an Inquiry here.



**Submit an IT General Inquiry**

If you don't see your IT service listed, or have an IT issue, click here.



**Submit a Staff Services General Inquiry**

If you don't see your Staff service listed, submit an Inquiry here.

[Home](#) > Report an Issue

## Report an Issue

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What kind of support you are looking for?\*

What do you need help with?\*

Your Email Address\*

sobrown1@ualberta.ca

Description\*

B*i*U|≡▼|≡▼A↻≡≡GD📎✕

📎 Attach a file (File size < 40 MB)


Cancel


Submit


## How to Monitor and Manage Your Tickets

### View All Open Tickets

1. Log in to the U of A Service Portal.
2. Scroll down to the bottom of the home page, where you will find your list of open tickets. If you have many open tickets, you may need to click View all.

**Inquiry**  
If you don't see your Student service listed, submit an inquiry here.

**Inquiry**  
If you don't see your IT service listed, or have an IT issue, click here.

**Inquiry**  
If you don't see your Staff service listed, submit an inquiry here.

**Open tickets**

**YFSA - Request for Graduate Brown :BBA,BA request - alternative degree F08-104357**  
Created on Wed, 12 Jun 1:29 PM - via Portal

In Progress

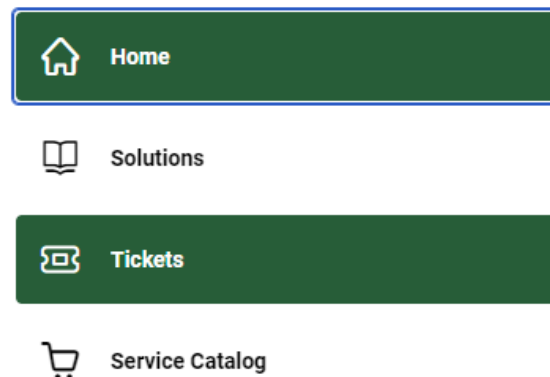
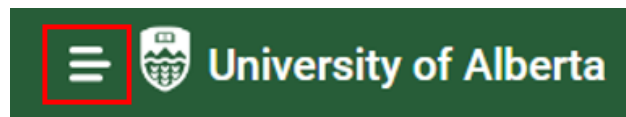
**Healthcare "Basic" Personal inquiry and student only R01 R08-R03339**  
Created on Tue, 1 Aug 2023 9:11 AM - via Portal

Received

[View all](#)

### View All Tickets

1. Log in to the U of A Service Portal.
2. Click the 'hamburger menu' in the top left hand corner
3. Click Tickets
4. A list of all tickets will be available



### Respond to a Ticket

1. Open your All Tickets view
2. Click the appropriate ticket
3. From here, you can reply to tickets that are open or in a resolved state. If you want to reply to a closed ticket, please call the Staff Service Centre or submit a new ticket.

For an update on a ticket, please respond to the original ticket or call 780-492-8000 for assistance.

[Tickets](#) > #SR-652616

Reply

#### Test ticket

Created on Fri, 10 Nov 2023 2:36 PM - via Portal