Accessing the University of Alberta Service Portal - No CCID

University of Alberta Service Portal Quick Reference Guides

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Description:	*Who is this for:*
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

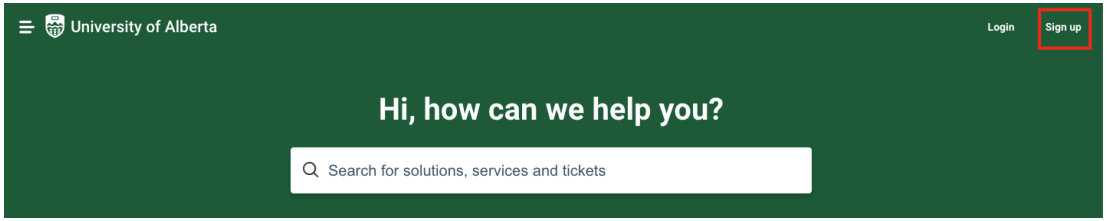
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Create a U of A Freshservice Portal Account

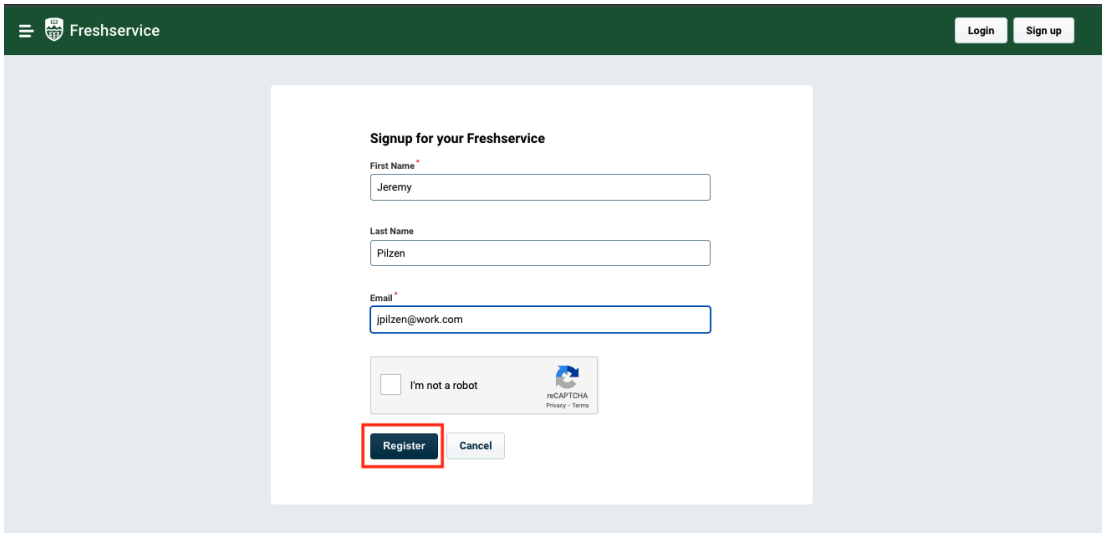
1. **Go to the** sign up link in the upper right hand corner of the portal



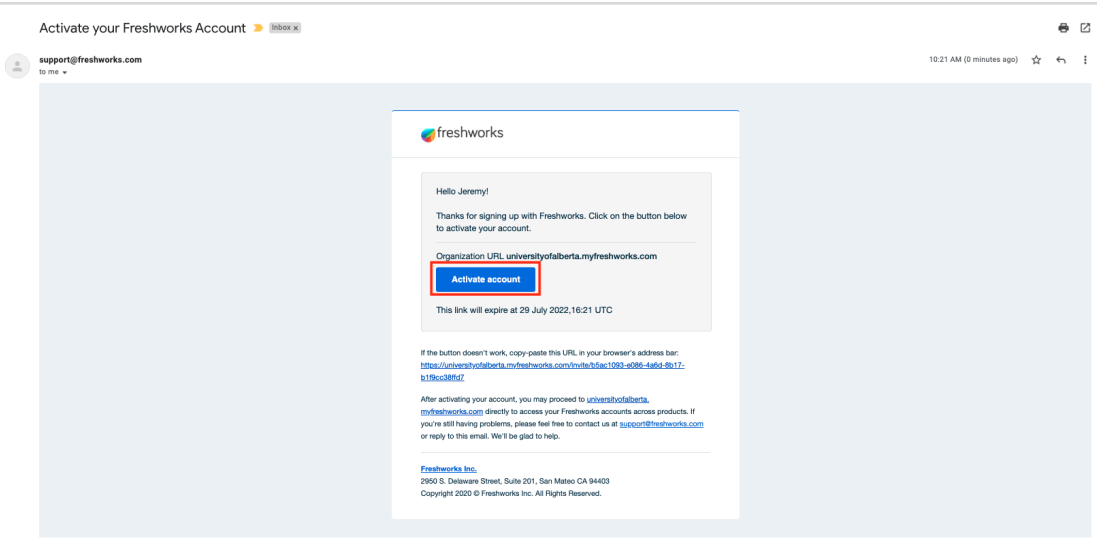
2. **Create your U of A Service portal account by entering your name and email. Once you've entered the details select "Register"**

➔ Select "I'm not a robot" and fill in the "Captcha."

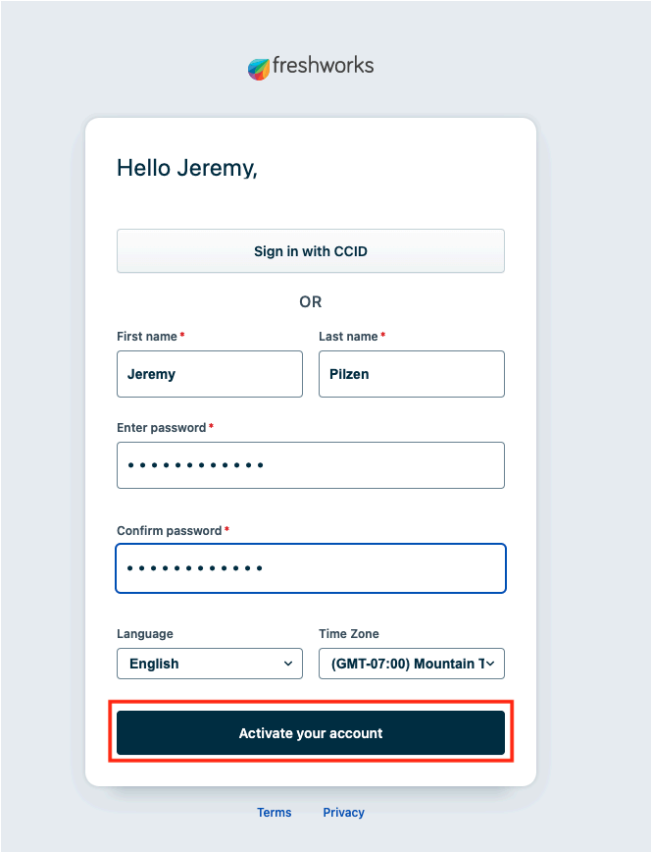
➔ You'll receive a notification in your email enabling you to activate your account and create a password.



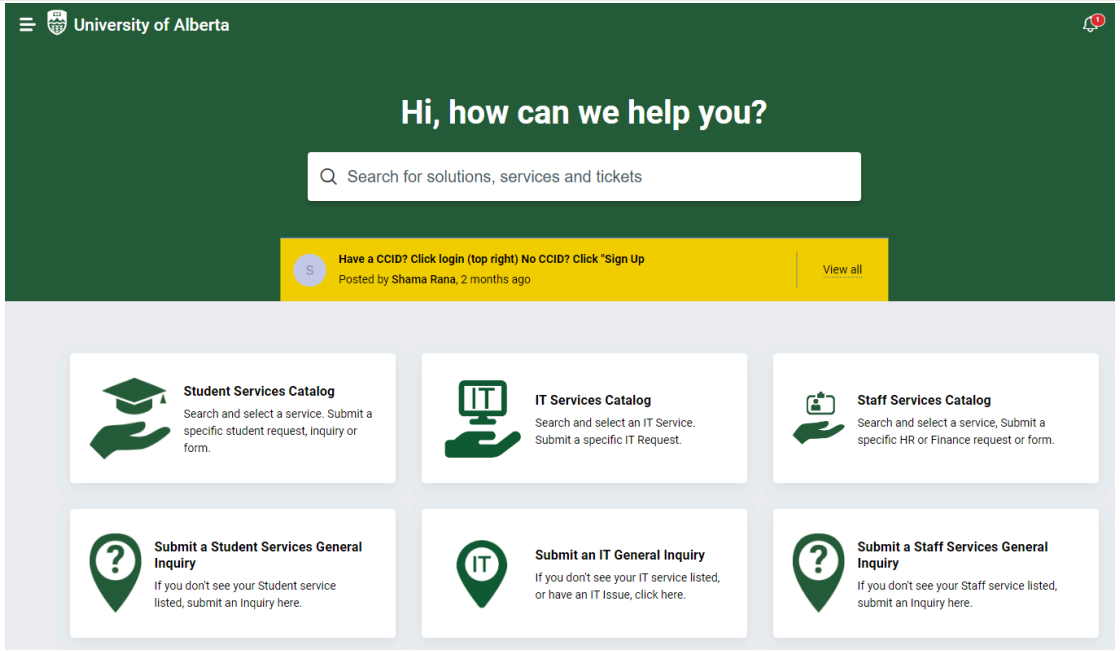
3. **Go to your email inbox and select “Activate account” in the activation email.**



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.

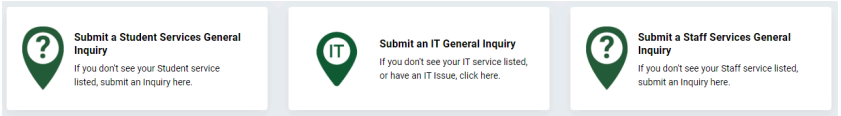


5. **After activating your account, you'll be taken to [the portal] and be able to access the "General Inquiry" form and a list of your tickets.**



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.**

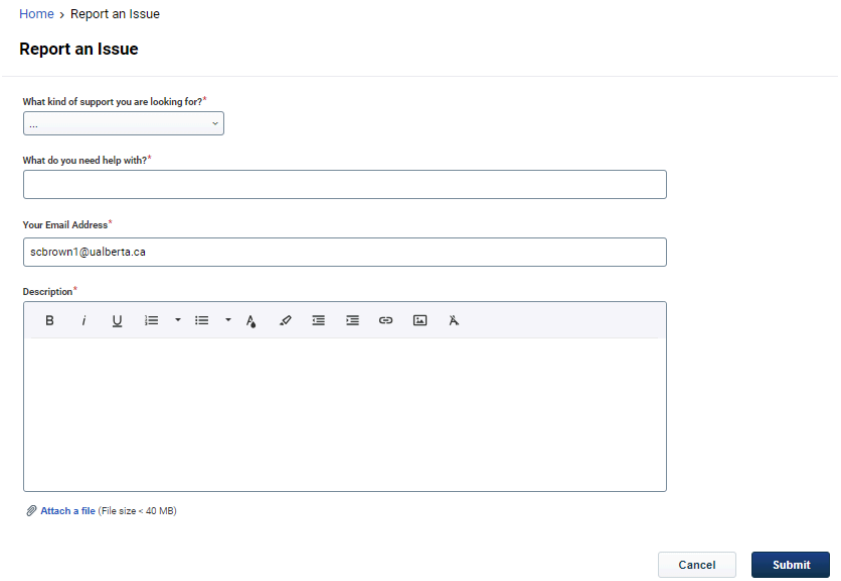


2. **Fill out the General Inquiry request, identifying the type of support you're looking for. There are three service areas available:**
   - Student General Inquiry will route to the Student Service Centre
   - Staff General Inquiry will route to the Staff Service Centre
   - IST - IT Services Issues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

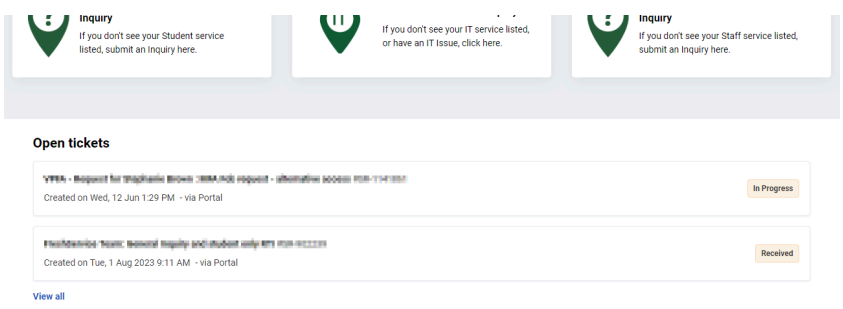
   You will receive an email that your request has been submitted. Future emails will be sent to your email, as the request is addressed.



How to Monitor and Manage Your Tickets

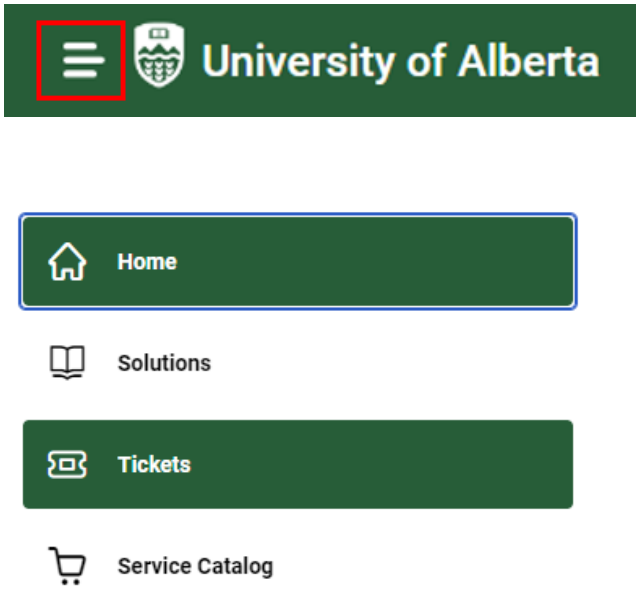
View All Open Tickets

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.



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.

