

ServiceHub Customer Portal User Guide

Updated January 14, 2025

This learning resource guides users through the ServiceHub Customer Portal features and functionality.

Table of Contents

[Table of Contents](#)

[Logging in and out](#)

[Access the ServiceHub Customer Portal](#)

[Enter your network credentials](#)

[Complete two-factor authentication](#)

[Logout](#)

[Finding answers in the Resource Library](#)

[Search](#)

[Search by keyword or phrase](#)

[View search results](#)

[Browse](#)

[Access the Resource Library](#)

[Browse articles](#)

[Requesting IT services from the Service Catalog](#)

[Access the service request form you need](#)

[Search](#)

[Ask Bot](#)

[Request a Service](#)

[Complete the service request form](#)

[Confirm contact information](#)

[Complete required fields](#)

[Submit the form](#)

[Requesting IT assistance](#)

[Access the “Something isn’t working” form](#)

[Confirm contact information](#)

[Complete required fields](#)

[Submit the form](#)



[Tracking My Tickets](#)

[Access My Tickets](#)

[See request summary](#)

[View detailed activity, add comments or attachments](#)

[Appendix: Homepage Overview](#)

Before you begin

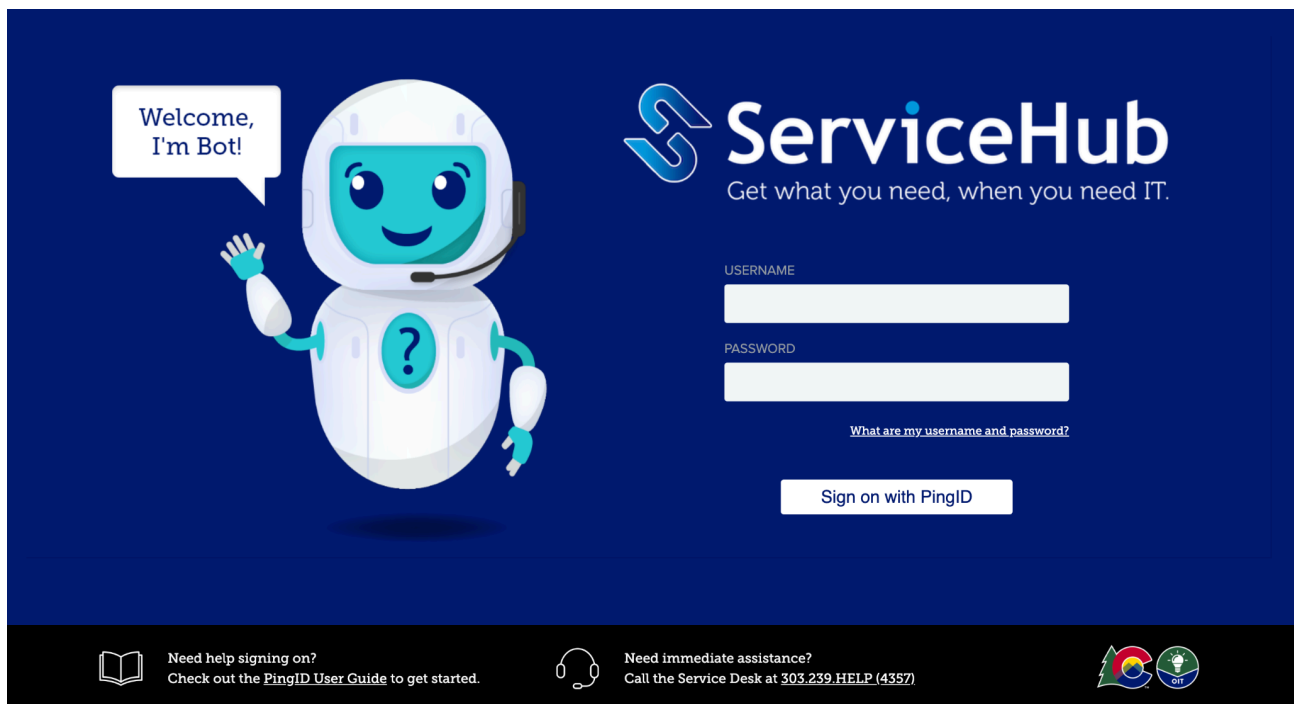
Please note that some screenshots in this learning resource may differ from what you see in the current customer portal. This is due to various permissions and access levels across all users. We are continuously updating the portal to provide you with the best user experience.

Logging in and out

Watch the video version: [Logging in to the ServiceHub Customer Portal](#)

Access the ServiceHub Customer Portal

Access the ServiceHub Customer Portal at <https://servicehub.colorado.gov>.



Enter your network credentials

Enter your network username and password.



- Your username follows the [Universal Principal Name, or UPN, format](#), which is your network ID followed by @ and domain name (e.g., SmithJ@oit.state.co.us).
- Your password is the same password you use to log in to the network.

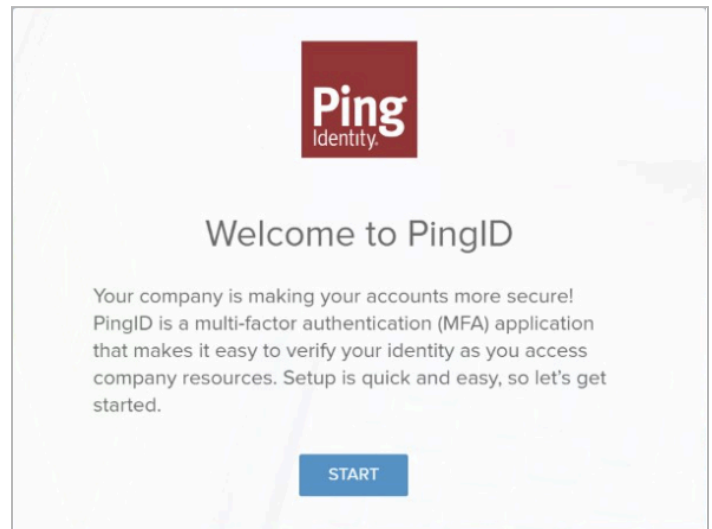
Click the **Sign On with PingID** button.

Complete two-factor authentication

Two-factor authentication is required to access ServiceHub. Use your authorized device to complete the login process.

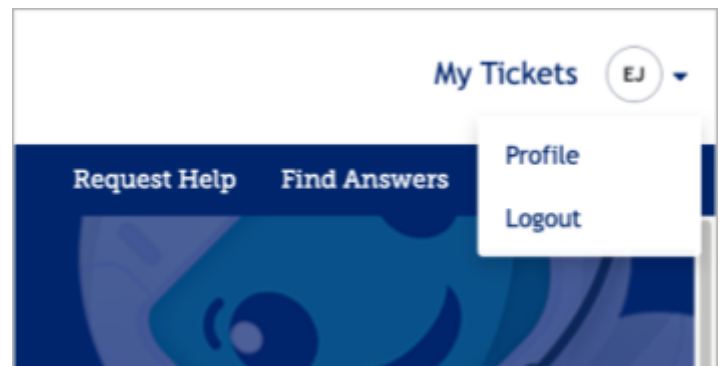
Not yet a PingID user?

Follow the on-screen prompts to set up two-factor authentication. Review the [Two-factor Authentication with PingID User Guide](#) for additional assistance.



Logout

To log out, use the dropdown option in the upper right corner of the homepage, then select **Logout**.





Finding answers in the Resource Library

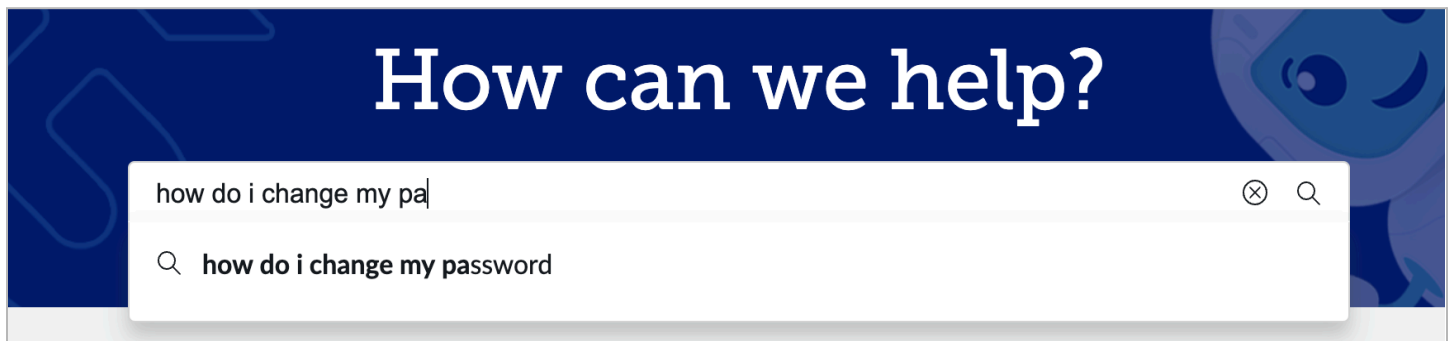
Watch the video version: [Finding answers in the Resource Library](#)

Take advantage of ServiceHub's Resource Library, an ever-evolving collection of knowledge articles that guide you to find answers and resolve IT problems. Use the search bar or browse articles by category.

Search

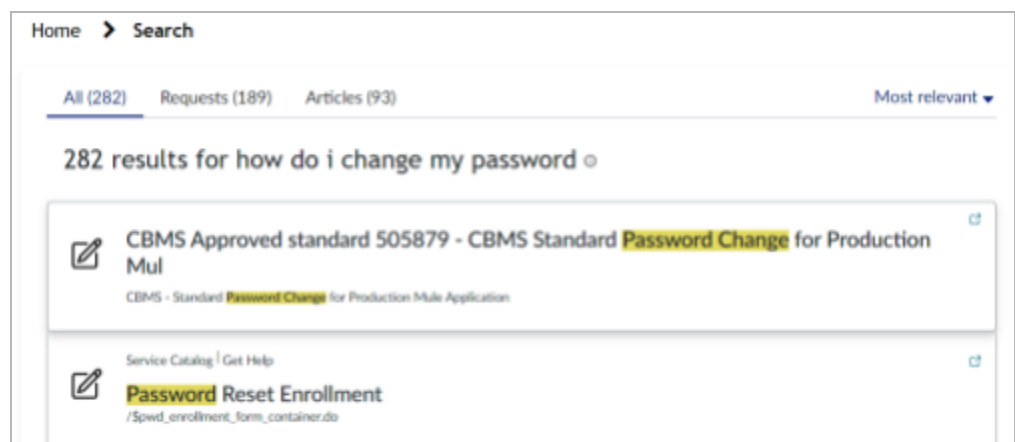
Search by keyword or phrase

Type a question, keyword or phrase in the search bar, located at the top of any page within ServiceHub. As you type, the automated system generates suggested content using predictive text functionality. Select one of the suggested searchable items, or finish typing and click the search icon to the right.



View search results

Your search results will include knowledge articles and requestable IT services related to the keywords in your search. Select the item(s) best suiting your knowledge needs.



Filter search results for easy viewing and selection

Search results default to display All (i.e., all knowledge articles and service request forms) items related to your search. Click **Requests** to view only the related service requests, and click **Articles** to view only the related knowledge articles.



Browse

Access the Resource Library

Click **Find Answers**, located on the homepage and the top navigation throughout ServiceHub.



Browse articles

From the Resource Library, browse knowledge articles by category. Select any category to the left of the screen to view related articles. You can also choose from top-rated and most-viewed articles.

The screenshot shows the ServiceHub Resource Library interface. At the top, there's a header with the Colorado Governor's Office of Information Technology logo, the ServiceHub name, a search bar, and a 'My Tickets' button with a 'BO' indicator. Below the header is a dark blue navigation bar with links: Fulfiller View, Time Sheet Portal, TechBar, Get Help, Find Answers, and Request a Service. The main content area has a breadcrumb trail: Home > All Knowledge Bases. On the left, there's a 'Knowledge Bases' section with a dropdown menu currently set to 'All'. Below that is a 'Categories' section with links for Accessibility, Application, Development & Support. The main right section is titled 'Resource Library' and contains a welcome message. Below this, there's a 'Top Rated Articles' section listing two articles: 'Google Gemini Advanced Guide' (5 stars) and 'How to Log In to the Vexcel Statewide Imagery Viewer' (5 stars).

Knowledge Bases

All

Categories

- [Accessibility](#)
- [Application](#)
- [Development & Support](#)

Resource Library

Welcome to the ServiceHub Resource Library, an ever-evolving collection of knowledge articles that guide you to find answers and resolve IT problems. Use the search bar above or the categories on the left to explore helpful information, user guides and troubleshooting tips.

Top Rated Articles

- [Google Gemini Advanced Guide](#)
★★★★★
- [How to Log In to the Vexcel Statewide Imagery Viewer](#)
★★★★★

Help Us Improve Knowledge Articles

We're always looking to improve the quality of knowledge articles to provide you with the most



helpful and relevant information. To rate a knowledge article, go to the bottom of the article and click the star that represents your rating. You can also choose whether or not an article was helpful to you by selecting Yes or No at the bottom of the article.

Requesting IT services from the Service Catalog

Watch the video version: [Requesting IT services from the Service Catalog](#)

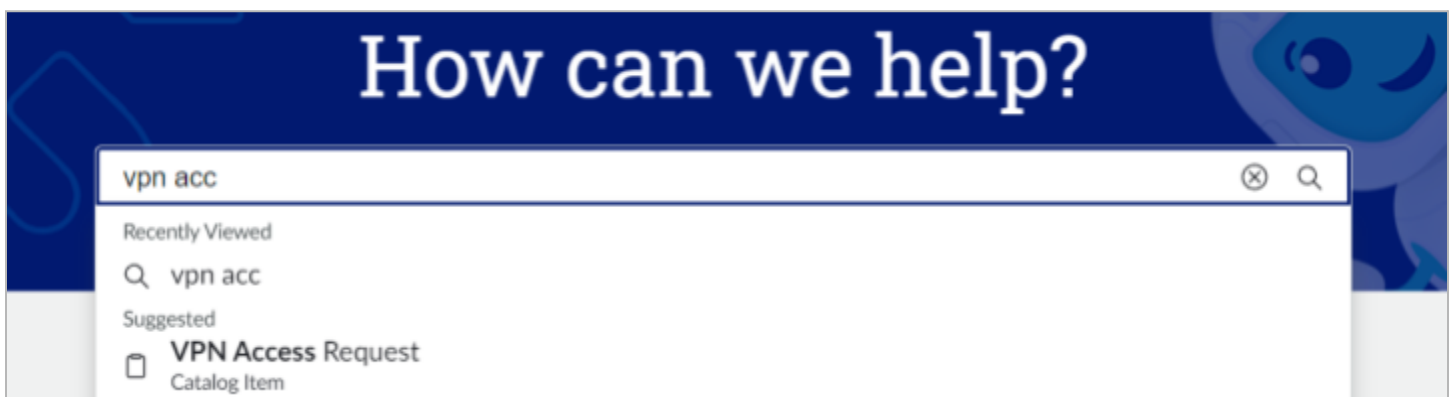
Use simple, electronic forms to request new access, equipment and more from the Service Catalog.

Access the service request form you need

Access the service request form you need in multiple ways: using the portal's search feature, asking Bot or browsing the Service Catalog.

Search

Type a keyword or phrase related to the service you need in the search bar, located at the top of any page within ServiceHub. As you type, the automated system generates suggested content using predictive text functionality. Select one of the suggested searchable items, or finish typing and click the search icon to the right.



Your search results will include knowledge articles and service requests related to the keywords in your search. Click the relevant Catalog Item search result to access the service request form.



Filter search results for easy viewing and selection

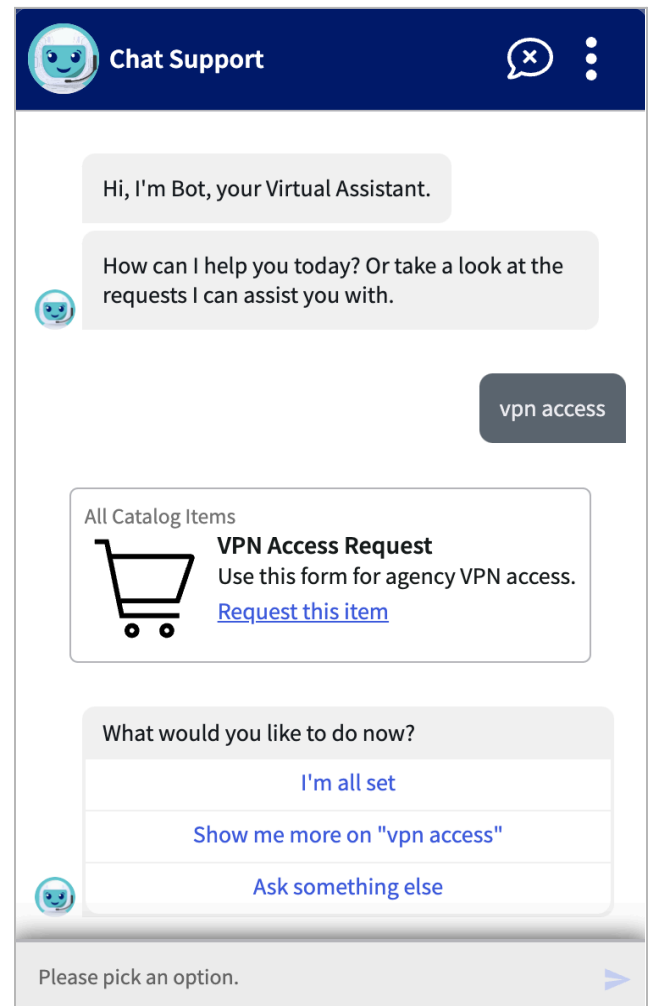
Search results default to display All (i.e., all knowledge articles and service request forms related to your search). Click **Requests** to view only the related service requests, and click **Articles** to view only the related knowledge articles.

Ask Bot

Click the chat icon at the bottom right corner of any page within ServiceHub. This will open a chat window with ServiceHub's Virtual Assistant, Bot.

Type a keyword or phrase related to what you need in the chat message box and click the send icon.

If Bot responds with what you need, click the link. If not, select one of the other options.

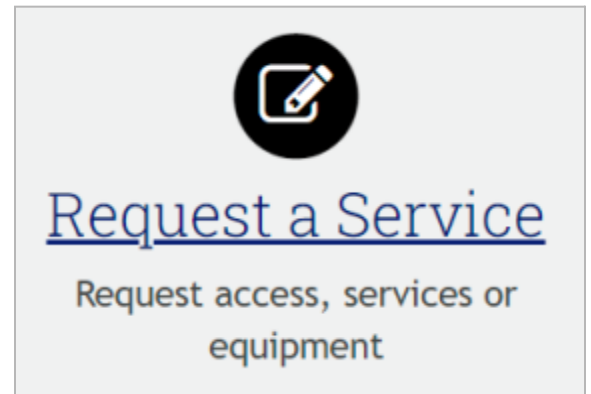




Request a Service

Click **Request a Service**, located on the homepage and the top navigation throughout ServiceHub. This will take you to the ServiceHub Service Catalog for a comprehensive list of all requestable IT services and solutions.

From the Service Catalog, browse service requests by category. Select any category to the left of the screen to view related services. Select the desired service to access its request form. In this example, I'm requesting VPN access for one of my team members.



Choose the I need something option only if none of the other Service Catalog items fulfill your requirements.



COLORADO
 Governor's Office of
 Information Technology

ServiceHub

Search

My Tickets BO

Fulfiller View Time Sheet Portal TechBar Get Help Find Answers Request a Service

Home > Service Catalog > All Catalog Items

Catalog Filters

- [Your Agency Services](#)
- [All Catalog Items](#)
- [Applications/Access](#)
- [Connectivity](#)
- [Get Help](#)
- [Hardware Services](#)
- [Infrastructure Services](#)
- [Onboarding/Offboarding](#)
- [Productivity and Collaboration](#)
- [Software Services](#)
- [Training](#)

Service Catalog

Welcome to the ServiceHub Service Catalog, your one-stop-shop for requesting OIT products, services and support. Explore the categories at the left, or search for key terms in the search bar above to find the right form for your request.

All Catalog Items

I need something

Make a request for something you can't find in the service catalog.

[View Details](#)

Request a quote from OIT

Use this form to request a quote (formerly known as an Agency Service Request, or ASR) from OIT.

[View Details](#)

Add a Business Application

Request for the creation of a Business Application

[View Details](#)

Complete the service request form

Confirm contact information

Most of your contact information will be automatically populated. Confirm this information is correct and update it, as needed.



VPN Access Request

Use this form for agency VPN access.

* Indicates required

* Requested for

Erin Jeffreys

Email address

erin.jeffreys@state.co.us

Phone number

Agency

OIT

* Request type

- ☐ Add
☐ Change
☐ Remove

* If you need access to another agency's VPN, select from the list below (choose all that apply).

Please provide any additional information that may aid in processing your request.

If you have any files that you would like to share with us, please use this tool to upload them (optional).

Upload

Submit

Required information

Request type

If you need access to another agency's VPN, select from the list below (choose all that apply).

Complete required fields

Complete the request form's required fields. Include as much detail as possible so that we may promptly assist you.

Do you need to attach a PDF or other file?

Click the Upload button and attach your file(s) before submitting the form.



Submit the form

Review the information you have provided, including any attachments. Once finished, click the **Submit** button.

Submit

Requesting IT assistance

Watch the video version: [Requesting IT assistance](#)

Use the “**Something isn’t working**” form to request help with a technical issue or something you cannot find in the ServiceHub Resource Library or Service Catalog.



Get Help

Get support from an application specific help desk or get support for a technical issue

Is this an urgent request?

If you have an urgent request or need to report a system outage, please call the OIT Service Desk at 303.239.4357.

Access the “Something isn’t working” form

Click **Get Help**, located on the homepage and the top navigation throughout ServiceHub.

Use the **Something isn't working** form in the Service Catalog's **Get Help** page to get support for an issue that doesn't relate to any of the other Catalog options.

Confirm contact information

In the form, most of your contact information will be automatically populated. Confirm this information is correct and update it, as needed.



Something isn't working

Use this form to get support for technology that isn't working right. Provide as much detail as you can in the text fields below, including the name and/or type of application or hardware that is not working correctly, how long you've been experiencing the issue and any other information to help OIT resolve your ticket quickly.

If the issue prevents you from providing vital state services, call the OIT Service Desk at 303-239-4357.

* Indicates required

Requested by

Bill O'Neill

* Requested for

Bill O'Neill

Agency

OIT

Email address

bill.oneill@state.co.us

Phone number

303-866-7922

* Do you want to provide a different phone number we should use for questions regarding this ticket?

- ☐ Yes
☐ No

* Provide a subject/title for your ticket in 120 characters or less.

* Provide as much detail as possible related to your ticket beyond the subject/title. ⓘ

This can include the application's name or product that isn't working, how long it has been a problem, etc. ✕

If you have any files that you would like to share with us, please use the add attachments button (paperclip icon) to upload them (optional).

Add attachments

Submit

Required information

Do you want to provide a different phone number we should use for questions regarding this ticket?

Provide a subject/title for your ticket in 120 characters or less.

Provide as much detail as possible related to your ticket beyond the subject/title.



Complete required fields

Complete the Something isn't working form's required fields. Include as much detail as possible so that we may promptly assist you.

Do you need to attach a PDF or other file?

Click the **Upload** button and attach your file(s) before submitting the form.

Submit the form

Review the information you have provided, including any attachments. Once finished, click the **Submit** button.

A dark blue rectangular button with the word "Submit" in white, bold, sans-serif font.

Tracking My Tickets

Watch the video version: [Tracking IT service requests in ServiceHub](#)

Easily access and track your IT service requests, or submitted tickets, in ServiceHub.

Access My Tickets

Quickly view the status of your active requests from the homepage under **My Active Tickets**, or by clicking **My Tickets**, located at the top right corner of any page within ServiceHub.

Click the link under **Name/Description** for the request you would like to access.



Get Help
Get support from an application specific help desk or get support for a technical issue

Find Answers
Explore help articles and user guides

Request a Service
Request new access, services or equipment

Top Answers

- [About the ServiceHub Customer Portal](#)
- [Password Self Service Portal](#)
- [Using Identity Manager](#)

Top Services

- [Application Password Reset Request](#)
Request an application password reset.

My Active Tickets

Name/Description	State	Updated
test for training	New	12h ago
Enterprise - Salesforce Login Issues (Butler)	In Progress	2d ago
Enterprise - Salesforce Login Issues (Sherman)	In Progress	2d ago

See request summary

On the **Request Summary** screen, view a brief summary of the request, including the request number, when it was submitted and its stage to delivery.

Click the item link to view detailed activity and/or add comments or attachments.

Home > Request Summary

Submitted : 11-06-2023 11:31:04
Request Number : REQ0010794
Estimated Delivery : --

Item	Delivery Date	Stage
VPN Access Request	--	► Fulfillment



View detailed activity, add comments or attachments

Use this section to view all details of your submitted request, and/or add comments and attachments that may be helpful to the team in fulfilling the request.

Home > My Request - RITM0010994

Number
RITM0010994

Created
about an hour ago

Updated
about an hour ago

State
Open

VPN Access Request for Erin Jeffreys

Item
VPN Access Requ...

EJ

Requested ...
Erin Jeffreys

Stage
▶ Fulfillment

Activity

Attachments

Additional Details

Type your message here...

Post

To see the request's progress history, click the icon under **Stage**.

Stage

- ☒ Waiting for Approval (Completed)
- ☒ Request Approved (Completed)
- ☒ Fulfillment (In progress)
- ☐ Completed (Pending - has not started)

Under **Activity**, view all activity made on this request since you submitted the form. You can add comments or other information that may be helpful in fulfilling your request.

To add a comment, type your message in the field provided and click **Post**. The assigned analyst will receive an email with your message.



Activity

Attachments

Additional Details

Type your message here...

Post

EJ

Erin Jeffreys

4m ago · Additional comments

This is a test

EJ

Erin Jeffreys

4m ago · Additional comments

SCTASK0010669 - assigned to IAM.ADAM

Click **Attachments** to add attachments. Simply drag and drop your file(s) into the area shown. ServiceHub will automatically save them to your request.

Activity

Attachments

Additional Details

Drop files here

Click **Additional Details** to view the information you submitted to initiate this request.



Activity

Attachments

Additional Details

*Requested for

Erin Jeffreys

Email address

erin.jeffreys@state.co.us

Phone number

303-333-3333

Agency

OIT

Request type

☒ Add

☐ Change

☐ Remove

*If you need access to another agency's VPN, select from the list below (choose all that apply).

OIT

Please provide any additional information that may aid in processing your request.

Test request



Appendix: Homepage Overview

The screenshot shows the ServiceHub Customer Portal homepage. The layout includes a header with the Colorado Governor's Office of Information Technology logo and the ServiceHub name. A navigation bar contains links for Fulfiller View, Time Sheet Portal, TechBar, Get Help, Find Answers, and Request a Service. A large hero section asks 'How can we help?' with a search bar. Below this are three main service tiles: Get Help, Find Answers, and Request a Service. The page also features sections for Top Answers, Top Services, My Active Tickets (a table of open tickets), and Service Desk Announcements. The footer contains contact information, quick links, and legal statements.

1 COLORADO Governor's Office of Information Technology ServiceHub

2 My Tickets 80

3

Fulfiller View Time Sheet Portal TechBar Get Help Find Answers Request a Service

4 How can we help?

Search

5 **Get Help**
Get support from an application specific help desk or get support for a technical issue

6 **Find Answers**
Explore help articles and user guides

7 **Request a Service**
Request new access, services or equipment

8 **Top Answers**

About the ServiceHub Customer Portal Password Self Service Using Identity Manager

9 **Top Services**

Application Password Reset Request Request an application password reset.

10 **My Active Tickets**

Name/Description	State	Updated
Enterprise - Salesforce Login Issues (Rapp)	On Hold	3d ago
Enterprise - Salesforce Login Issues (O'Neill 11/9 PM)	On Hold	3d ago
Application Password Reset Request for Bill O'Neill	Open	7d ago
Enterprise - Salesforce Login Issues (Bunbum)	New	about a month ago
Enterprise - Salesforce Login Issues (O'Neill)	On Hold	about a month ago

Show More Tickets

11 **Service Desk Announcements**

CDOR - Eagle County Office - Network Down

12 Governor's Office of Information Technology
Service Desk hours: Monday to Friday, 7 a.m. to 5 p.m.
Service Desk Live Agent chat hours: Monday to Friday, 7:30 p.m. to 4:30 p.m.

13 Quick Links
TechIt
Accessibility Guides
SOC Learn Portal
Report a Security Incident
Google Workspace

© 2024 State of Colorado. All rights reserved. Transparency | Online Accessibility | Privacy Statement | Security Statement



1. **Logo:** Return to the homepage.
2. **My Tickets:** View all of your submitted tickets and requests.
3. **User menu:** Access your profile information and log out.
4. **Search:** Search for answers to common questions, user guides and requestable items in the service catalog.
5. **Get Help:** Get help with an IT issue.
6. **Find Answers:** Search knowledge articles for answers to common questions.
7. **Request a Service:** Request access, services or equipment.
8. **Top Answers:** Browse helpful how-to articles and user guides.
9. **Top Services:** Access frequently-requested services.
10. **My Active Tickets:** View the status of your active tickets and requests.
11. **Service Desk Announcements:** See important news and announcements.
12. **Footer:** Service Desk hours and quick links.
13. **Chat icon:** Chat with virtual or live agents.