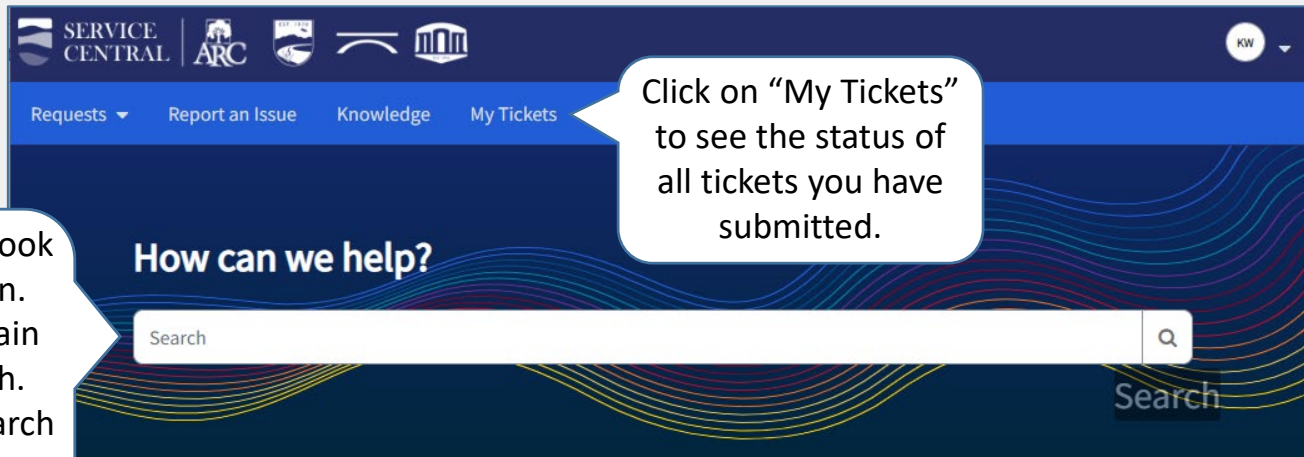


QUICK REFERENCE – SERVICE CENTRAL PORTAL

Get to this page by going to <https://losrios.edu/servicecentral>.



Click on "My Tickets" to see the status of all tickets you have submitted.

Start here to look for a solution. This is the main portal search. Enter your search topic here to bring up all relevant items in Service Central.



Find Answers

Browse How-to's and FAQs.

Click "Find Answers" to explore the knowledge base containing instructions, how-to's, and FAQs.



Submit a Request

Request something new, such as hardware, software, or system access.

Click "Submit a Request" to ask for new items such as equipment, software, or access to systems.



Report an Issue

Get help with something that is not working.

Click "Report an Issue" to let IT know that you need help fixing something that is not working.

QUICK REFERENCE – SERVICE CENTRAL – KNOWLEDGE BASE

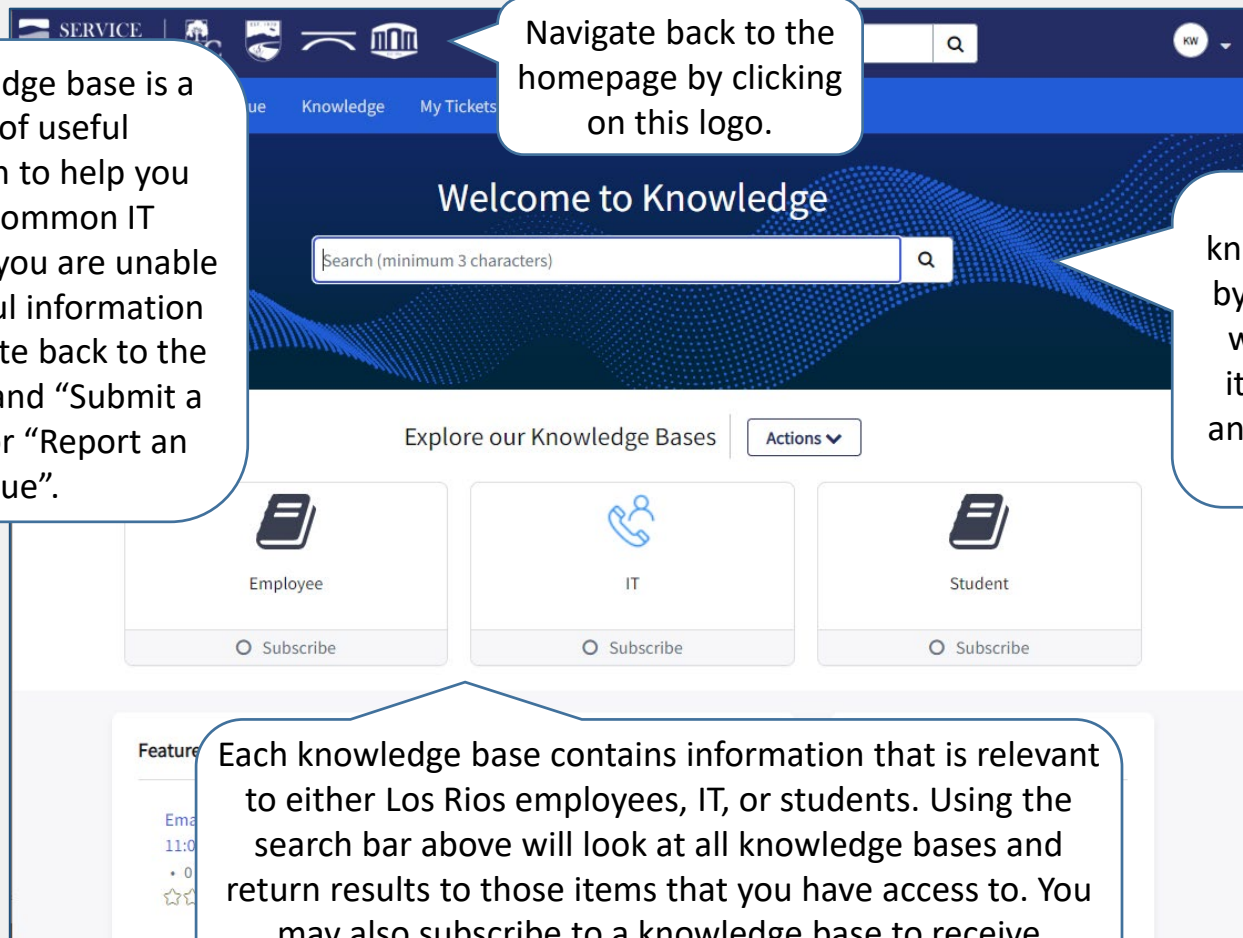
Get to this page by clicking on “Find Answers” from the Service Central homepage.

The knowledge base is a library of useful information to help you resolve common IT problems. If you are unable to find useful information here, navigate back to the homepage and “Submit a Request” or “Report an Issue”.

Navigate back to the homepage by clicking on this logo.

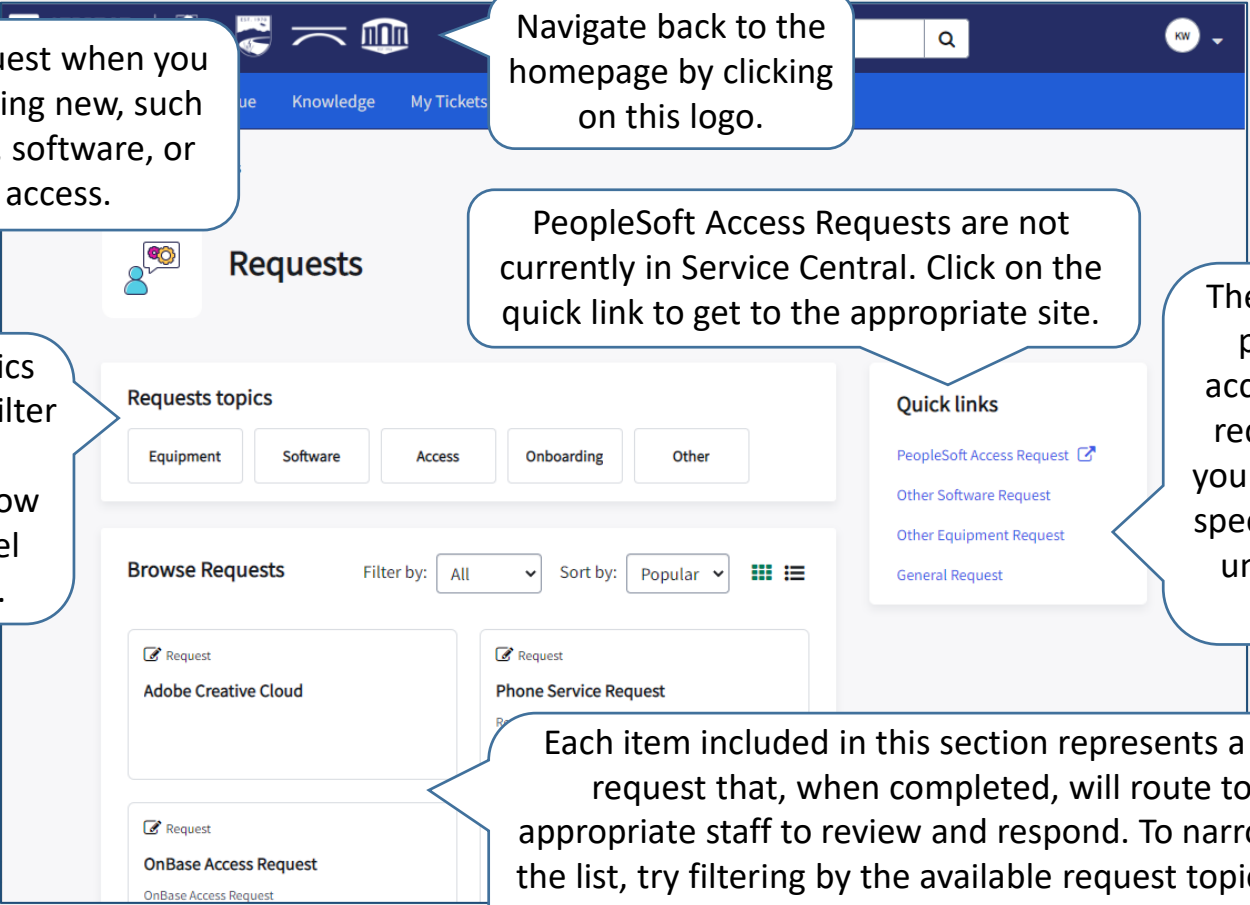
Search the knowledge base by entering key words to find items and get answers to your questions.

Each knowledge base contains information that is relevant to either Los Rios employees, IT, or students. Using the search bar above will look at all knowledge bases and return results to those items that you have access to. You may also subscribe to a knowledge base to receive notification when new information is available.



QUICK REFERENCE – SERVICE CENTRAL – SUBMIT A REQUEST

Get to this page by clicking on “Submit a Request” from the Service Central homepage.



Submit a request when you need something new, such as hardware, software, or system access.

Navigate back to the homepage by clicking on this logo.

PeopleSoft Access Requests are not currently in Service Central. Click on the quick link to get to the appropriate site.

Request topics allow you to filter available requests below by high-level categories.

These quick links provide easy access to generic request forms if you don't see your specific item listed under “Browse Requests”.

Each item included in this section represents a unique request that, when completed, will route to the appropriate staff to review and respond. To narrow down the list, try filtering by the available request topics above. If you can't find your request listed here, use a generic form under quick links.

Requests

Requests topics

- Equipment
- Software
- Access
- Onboarding
- Other

Browse Requests

Filter by: All | Sort by: Popular

- Request: Adobe Creative Cloud
- Request: Phone Service Request
- Request: OnBase Access Request

Quick links

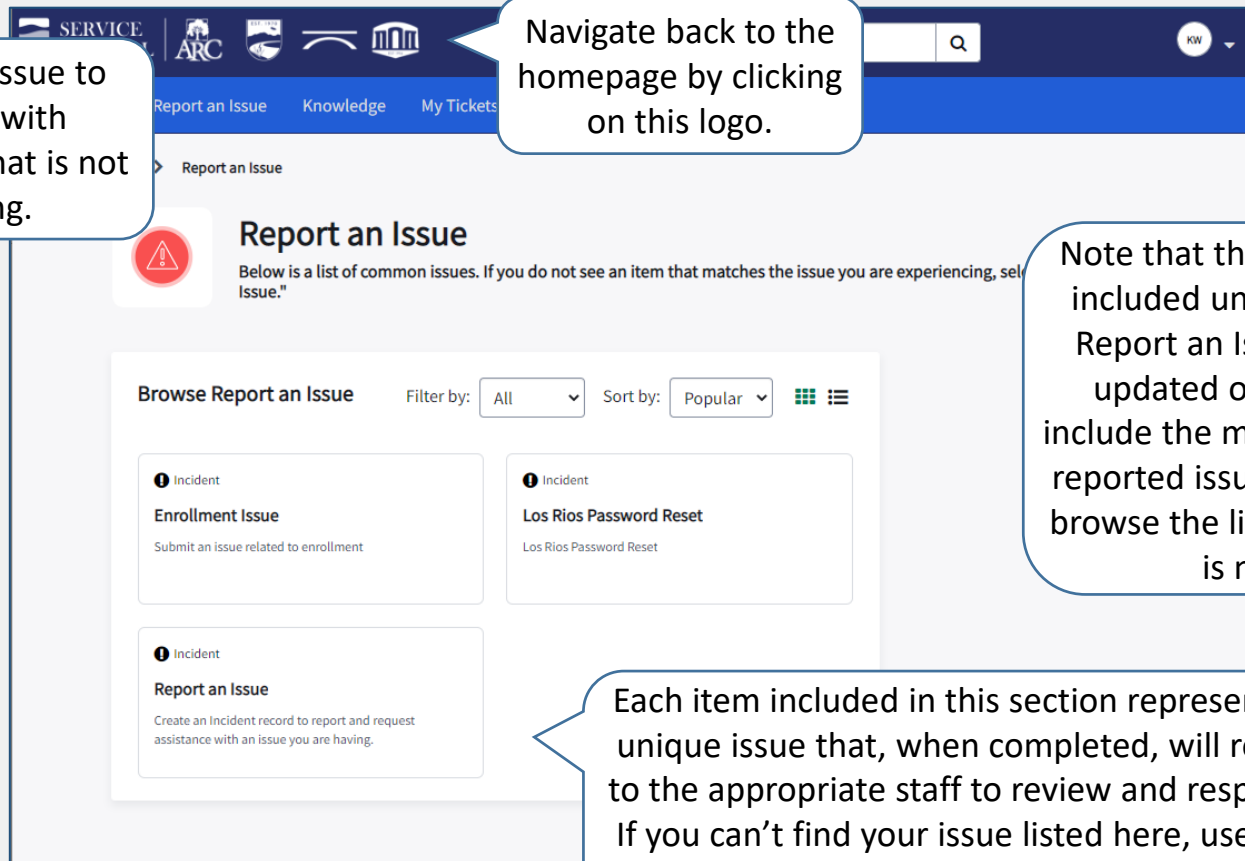
- PeopleSoft Access Request
- Other Software Request
- Other Equipment Request
- General Request

QUICK REFERENCE – SERVICE CENTRAL – REPORT AN ISSUE

Get to this page by clicking on “Report an Issue” from the Service Central homepage.

Submit an issue to get help with something that is not working.

Navigate back to the homepage by clicking on this logo.



Note that the list of items included under “Browse Report an Issue” will be updated over time to include the most commonly reported issues. Be sure to browse the list to see what is new.

Each item included in this section represents a unique issue that, when completed, will route to the appropriate staff to review and respond. If you can't find your issue listed here, use the generic “Report an Issue” item.