How do I access the Self-Service Portal and make a Service Request?
The Self-Service Portal (also known as the Request Entry console) serves as the entry point for the UoM service catalog.

The Self-Service portal provides an easy-to-use user interface in which you can:

- Browse and search the service catalog
- Create, view, update, or cancel your service requests
- View the status of your service requests
- Enter requests on behalf of other users
- Search for Knowledge Articles that provide detailed information and self-help articles for UoM Services

Popular service requests are displayed when the Portal opens to reduce the time that you spend browsing the service catalog.

The Portal uses a cart, similar to many e-commerce websites, so that you can add multiple service requests to the cart and submit them in a single operation.
Submitted Requests provides a snapshot of all of your current requests and their status. Backward, Home and Forward buttons. Search field – you can enter your search here to quickly locate Service Requests. Refresh button – refreshes the view. Quick links – based on your permissions/role in the system, provide quick access to the main functions.
Click Submit to send the request to the system for fulfillment.
After the request is submitted, the Self-Service portal view changes to show all of your submitted requests.
Type in your search and then check the Search Knowledge Base box and click on the search button.
Searching for Knowledge Base Articles

Search Results are displayed, click on the title to view the Knowledge Article. If the search results are not suitable, you may still Report An Issue.
From the left navigation pane of the Self-Service portal, click a link in the Submitted Requests area.

When you select a request the bottom pane shows it’s details.

Click on the Request Details Button to view more information about your request.