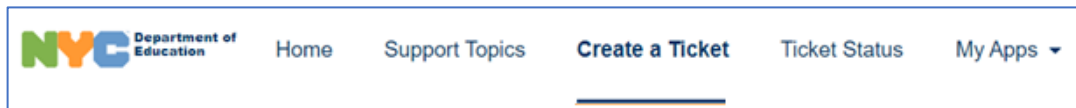
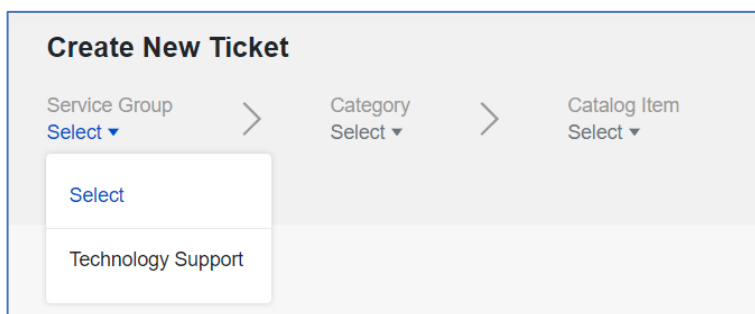


IT SupportHub Portal – Catalog Changes

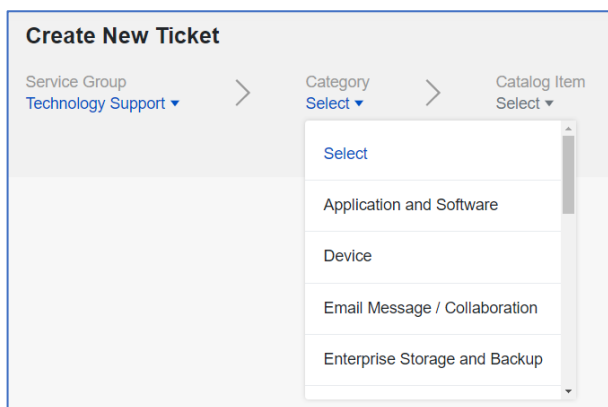
The Category and Catalog Item options available on IT SupportHub Portal for ticket creation has been updated. You will see a revised list of categories and catalog items once you login and click on “**Create a Ticket**” option.



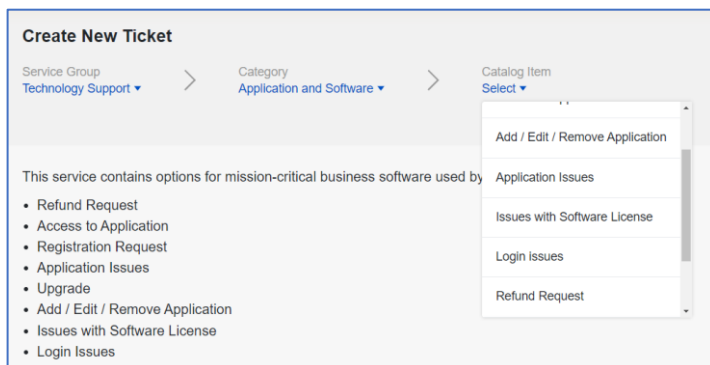
You will now see a Technology Support option in the Service Group dropdown.



Once you select Technology Support, a revised list of Categories will be displayed.

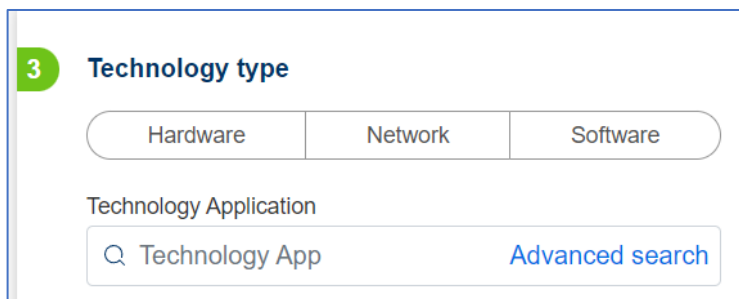
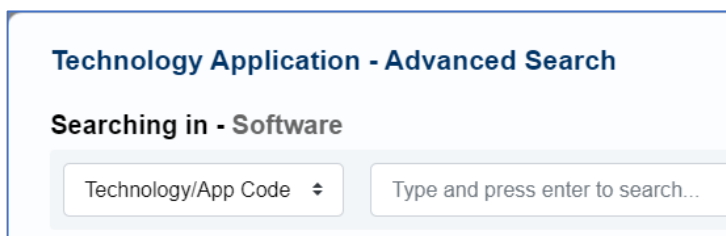


Under Category, you will see a refined list of the Catalog items.

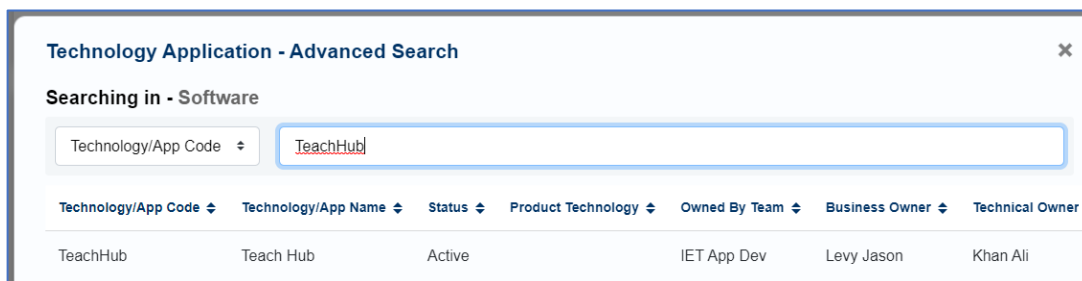


When selecting a Catalog Item, a form will display to create a ticket.

Select **Technology Type** and click on **“Advanced search”** and select an option from the dropdown.

For example, if you are experiencing an issue with the application “TeachHub,” you will select **Technology Type – Software**, click on **Advanced search**, Type “TeachHub” in the search bar and select it from the “Technology Application” list. (As shown below)



Technology/App Code	Technology/App Name	Status	Product Technology	Owned By Team	Business Owner	Technical Owner
TeachHub	Teach Hub	Active	IET App Dev	Levy Jason	Khan Ali	

IMPORTANT: Please make sure to select **“Technology Type”** and click on **“Advanced search”** to select from the list. If no value is chosen in the “Technology Application” field, the ticket will be assigned to a generic bucket and will delay the process in reaching the right team for resolution.

Note: This flow is the same for all Categories and Catalog Items you choose from the dropdown menu.