**Requesting Services**

Users have two options when looking for a service/support request – Support Tab or browsing the Catalog.

**Option 1: Support Tab**

To Navigate to the Support Tab, open the Online Service Requests System and click on the tab labeled **Support** at the top row of options on the page (this is the default page for The Online Service Request System).

The support tab leads you through choosing a service request based on your needs and the type of support desired:

- Search – find support by keyword
- Get something fixed – choose this tab if you have a service that is broken
- Get other issues resolved – choose this tab if you are requesting a change to a service or something new
- Or look at How-To resources to help solve issue yourself

**I need something fixed/I need something else**

You can easily make requests by clicking on either **I need something fixed** or **I need something else** (depending on your issue). Selecting either of the tabs will display a list of options for you to choose. If you see your problem listed, select it and fill out the presented questions in the pop-up.

Instructions are provided for each request.

Some answers are required. You must provide an answer to the required questions before you will be able to submit the request.

Once you have completed the questions, select **Submit Request**.

You may attach up to 3 files or documents to your request.
Search
You can also simply search for assistance by using the search bar to type in a keyword for your request type or support resource and hitting enter.

Example: when you search for Computer, you will find several Actions or request types related to computers.

<table>
<thead>
<tr>
<th>All (3)</th>
<th>Actions (3)</th>
<th>Resources (0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report an issue with Computer hardware</td>
<td>Action</td>
<td></td>
</tr>
<tr>
<td>Request Food Services CMS Assistance</td>
<td>Action</td>
<td></td>
</tr>
<tr>
<td>Stolen/Lost Computer</td>
<td>Action</td>
<td></td>
</tr>
</tbody>
</table>

Option 2: Browse Catalog
To Navigate to the Catalog Tab, open the Online Service Request System and click on the tab labeled Catalog at the top row of options on the page.

The Catalog is divided by request types and lists all services available in the system. If you know what service you are looking for, the Catalog is the place to find it. Use the arrows at the right and left to browse additional services within categories.

If you see your problem listed, select it and fill out the presented questions in the pop-up (same process as using the Support Tab). If not, try using the search bar to find what you are looking for.