Seeking Assistance from
Engineering Technology Services
Engineering Technology Services – Service Desk Tool

You will find our Service Desk ticket system at [http://ets.osu.edu](http://ets.osu.edu) at the “ETS Service Portal” link on the menu bar or by going directly to [http://go.osu.edu/ets](http://go.osu.edu/ets).

Figure 1-Portal Landing Page - Pre-Login

Please use the “Click to Login” link after which you will be prompted for your name and credentials.

After logging in, you will see this landing page:
**Incident Submission**

If something isn’t working properly, click on the “Report an Incident” button. You will be presented with a form asking for basic information. Please keep in mind that the more information you provide in the “Description of Issue” field, the better we can assist you.

![Incident Submission Form](image)

After completing the fields, press the **Submit** button to send in your request. You will receive a pop-up confirmation that your request was submitted as well as an email confirmation.
**Service Request Submission**

The “Request a Service” button is used when asking for something. For example, ordering equipment, requesting a new account, access to a file folder, etc. When you first click on the “Request a Service” link, you are presented with the Service Request categories.

![Figure 4-Service Request Categories](image)

We are starting to add services under these categories, so some areas will have more items than others. However, every category contains “Other”. Complete whatever fields you are presented with depending on your selection and press Submit to complete your request. As with Incident submission, you will receive a pop-up and email confirmation that your request was submitted.

**Viewing Your Open Tickets**

Your open tickets will always be displayed on the logged-in portal page in the “My Open Incidents and Requests” window (refer to Figure 2). You can review all associated comments and updates to a ticket by double-clicking it.
Notifications

If we need more information from you, you might receive an email notification from us. Simply replying to this notification will document your response in the ticket system and alert the assigned technician that you did respond, but please do not alter the subject line or body of the initial communication.

Email – In an Emergency

If you are in a situation where accessing a web browser is inconvenient, you can send an email message to etshelp@osu.edu explaining your issue, which will automatically open a ticket in our system for you. We ask that you only use email in an emergency and prefer that you use the portal when possible.

Phone or Walk-In

We can be reached via phone at 8-2828 or at 1012 Smith Lab Monday-Friday from 7:00 A.M.-5:00 P.M. Our student assistants will be able to take your information and enter a ticket for you when you call this number. An IT technician will get back to you shortly regarding your issue or request.