

1. How to Access the Ask IT Customer Portal

The Ask IT Customer Portal is an online application that allows you to log your own service requests or faults (collectively referred to as “calls”) with the ITS Service Desk using your web browser (e.g. Chrome, Safari, Edge, Internet Explorer or Firefox).

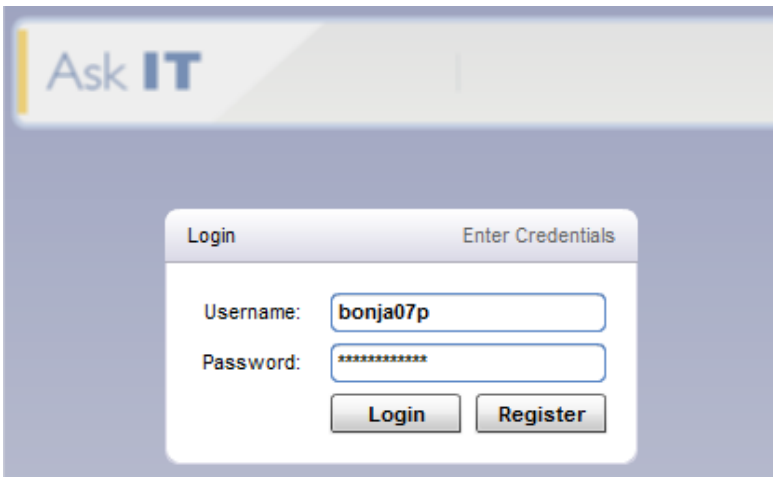
You can also track the progress of your logged calls, ask for status updates and add additional information yourself.

The web address for the Ask IT Customer Portal is: askit.otago.ac.nz

Please bookmark this link to make it easier for your future access to the Ask IT Customer Portal.

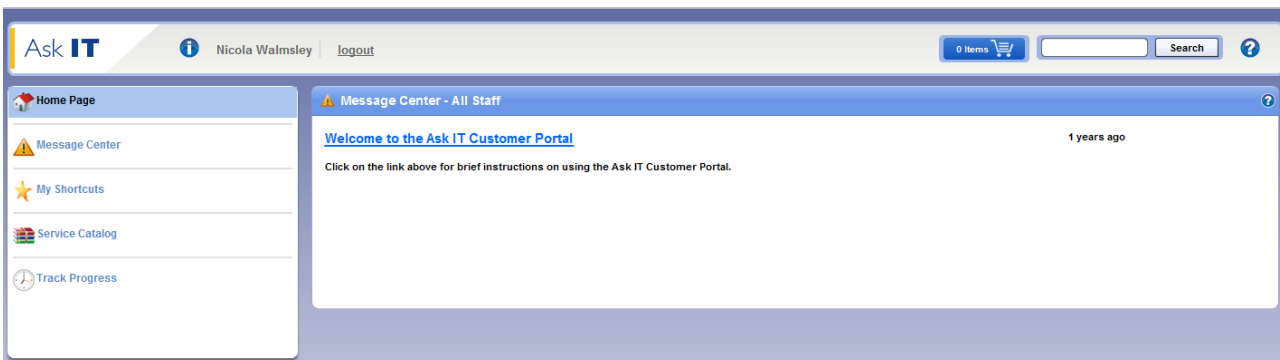
Logging in to the Ask IT Customer Portal

Use your University of Otago username and password (staff, student or external) to log in to the Ask IT Customer Portal.



The screenshot shows the Ask IT login interface. At the top left is the 'Ask IT' logo. Below it is a white login box with a 'Login' tab and an 'Enter Credentials' label. The form contains two input fields: 'Username:' with the text 'bonja07p' and 'Password:' with masked characters '*****'. Below the fields are two buttons: 'Login' and 'Register'.


After you have logged in to the Ask IT Customer Portal, you will be presented with the *Home Page* screen.



You can customise your Home Page to your requirements – please see sections/documents 6 and 7 for information on how to do this.

For more information about using the Ask IT Customer Portal, please see the following sections/documents:

2. [How to Log a Service Request](#)
3. [How to Log a Fault](#)
4. [How to Track the Progress of your Calls](#)
5. [How to Update an Open Call](#)
6. [How to Configure Your Home Page](#)
7. [How to Create Shortcuts](#)
8. [How to Add Attachments to your Call](#)

To get help at any time with the Ask IT Customer Portal, click on the question mark icon .