ILT Service Desk Portal
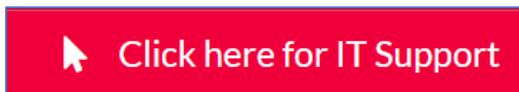
Use **this link** to launch the **ILT Service Desk Portal**

Alternatively, you can do one of the following:

- Enter or copy and paste this URL detail into the address bar of your browser: https://colchesterinstitute.freshservice.com/support/home

- Access the CI web site [https://www.colchester.ac.uk] then click on

The **ILT Service Desk Portal** can be used to:

- Set your **Secret Word**
- Submit a support request
- Track your submitted requests
- Look for self-help solutions

Setting up your Secret Word

Using this feature will help us reset your password much more easily and quickly in a secure way when you are working remotely off campus.

Follow the steps below to set up your **Secret Word**:

- Click on the **Sign In** button on the top navigation bar; the display will change to show the login screen

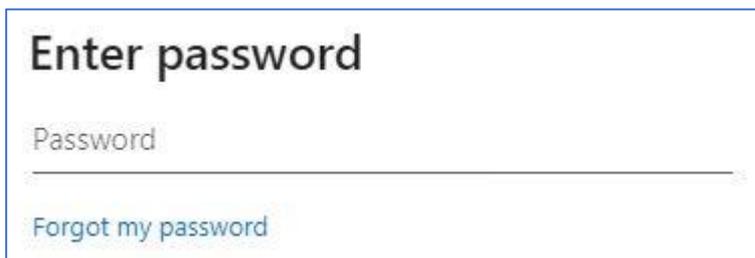- Once the login screen has launched, enter your college email address, then click **Next**
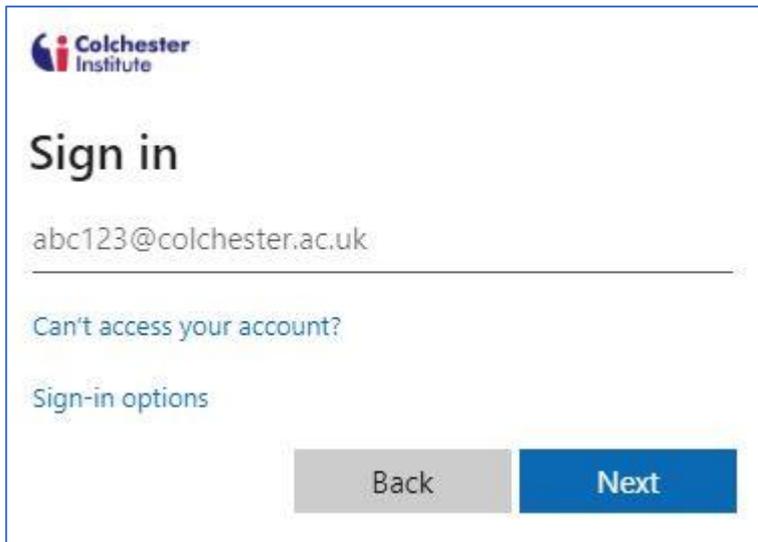
- The display will change to show the password screen.
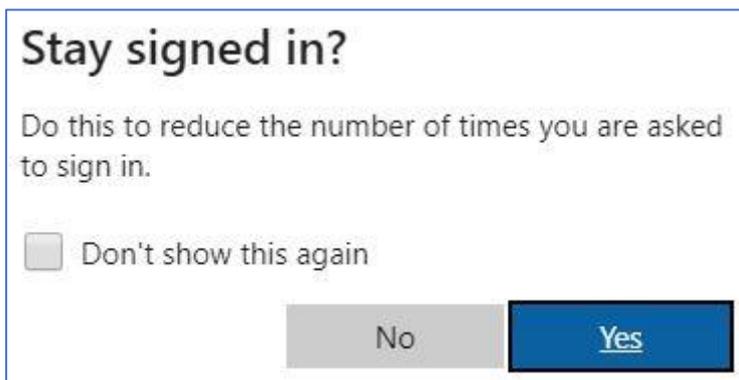

- Enter your college account password, then click **Sign in**. The **Stay signed in?** message box will then display.
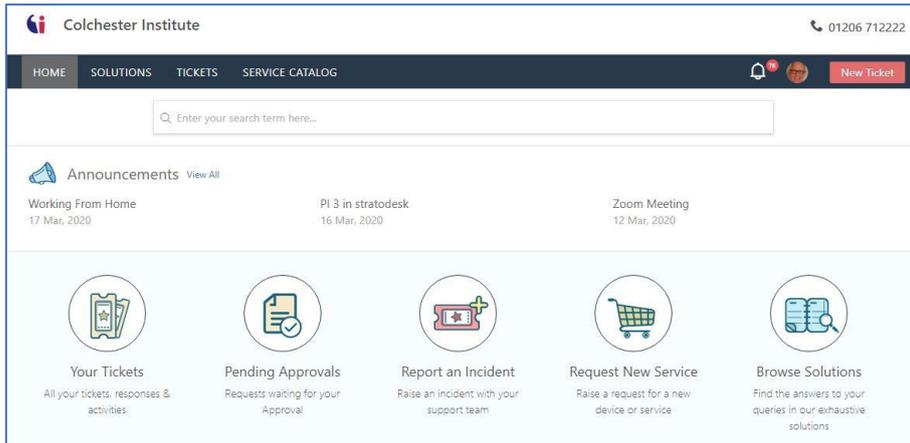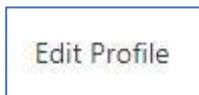

Use whichever of the options suits you best of those shown.

- Once you have completed the signing in process, the display will change to show the **ILT Service Desk Portal** home screen.

You are now in a position to edit your profile and insert your **Secret Name** details.

- Click on the button in between the **Bell** icon and the **New Ticket** button, then select **Edit Profile**
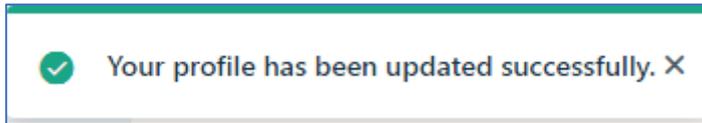

- Scroll down the page until you can see the field named **Secret word, used for password resets**

- Enter the required text into the **Secret Word** field, scroll back up to the top of the page, then click on the **Update** button
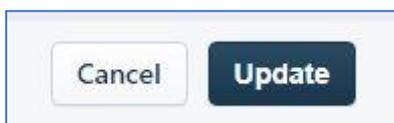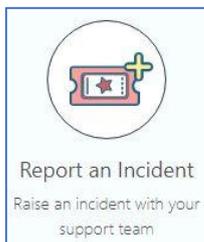

- A message box will display confirming that your profile has been updated

Your profile has been updated successfully. ✕

- Click on the **Close** cross of the **Fresh Desk** window to finish

Submitting a support request

- Click on the **Report an Incident** tile; the display will change to show the **Submit a ticket** screen

Report an Incident
Raise an incident with your support team

- Enter the required details into the fields provided; enter your college email address into the **Search a requester** field

    If you are unable to access your college account, enter your personal email address.

    If neither of these options can be used, please call the ILT Service Desk on 01206 712222; you may have to leave a voicemail message

    [Please ensure that you speak clearly, giving your name ID number and a phone contact number that we can call you on.]

    In the **Campus** field, select which campus is relevant to you from those listed in the drop list provided

Please make sure that you provide any links or screen shots to help us resolve the issue you are experiencing as quickly as possible.

If necessary, you can attach a file containing relevant information.

- When you have entered all of the relevant details, click **Submit**

  When you have submitted your request via email, after a short while, you will receive an acknowledgement email from **ILT Service Desk**

We would like to acknowledge that we have received your request and a ticket has been created.
A support representative will be reviewing your request and will send you a personal response.(usually within 24 hours).

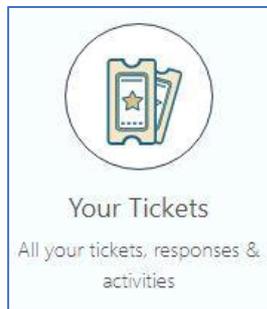**To view the status of the ticket or add comments, please visit**
https://colchesterinstitute.freshservice.com/helpdesk/tickets/26135

Thank you for your patience.

Sincerely,
Colchester Institute ILT Service Desk

Manage your requests on our iOS and Android app.

Tracking a support request
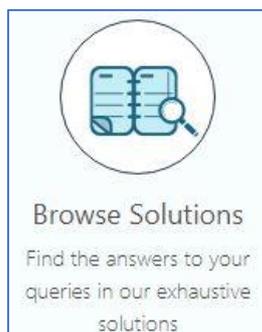
- Click on the **Your Tickets** tile

- The link for your support request may already be showing

- If not enter the ticket number for your request, included in the acknowledgement email you received from ILT Service Desk, into the **Search Box**

You can also search by your name

Look for self-help solutions

- Click on the **Browse Solutions** tile

- You may be able to find the information you need from the items listed in the **Browse Solutions** screen

GENERAL

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- If you are not able to find the information you need from the items listed, try using the **Search Bar**

🔍 Enter your search term here...