

How to Submit an IT Request

1.

Click the icon on your desktop to login to the Sentinel IT Request Portal

- Windows users have an icon directly on their desktop
- MAC users can go to Self-Service then Sentinel IT Request

2.

After login, you'll be at the **Employee Services** case creation page, click the *End User Support* option for quick case creation

Employee Services

Activate/Deactivate Employee... Please use this catalog item to request Activate/Deactivate of an employee AD account View Details	Add/Remove/Change Printer/... Please use this catalog item to add, remove, or change a Printer/Scanner/Fax View Details	Application Support Request Please use this catalog item to request support with a desktop or cloud based application View Details
Create Employee AD Account Please use this catalog item to request the creation of an employee AD account View Details	End User Hardware Request Please use this catalog item to request End User Hardware View Details	End User Support Please use this form to submit a request for Help Desk End User Support View Details
Manage Customer Watchlist R... Please use this catalog item to add/remove Users from a Case watchlist View Details	MFA Setup Request Please use this catalog item to request set up in your MFA Service View Details	Printer/Scanner/Fax Support ... Please use this catalog item to request support with a Printer/Scanner/Fax View Details

3.

Your contact information will be pre-filled and you will need to complete any mandatory (**red asterisks ***) fields. Non mandatory fields can be left blank.

End User Support

Please use this form to submit a request for Help Desk End User Support

Contact Information

* Contact Name Sentinel Support	Contact Phone 6307694300
Time Zone US/Central	Notification Status Enabled
Email Address customerservice@sentinel.com	Watch List Search for an Item
Location [Dropdown]	Area [Dropdown]
* Is This Impacting Testing -- None --	* Is This Affecting Multiple Users -- None --

The **Location** field is not marked mandatory but **selecting your location** will ensure the Sentinel team knows where you are and can provide faster service.

When all mandatory fields are filled in, hit **Submit** (upper right corner) and you're done!

Submit