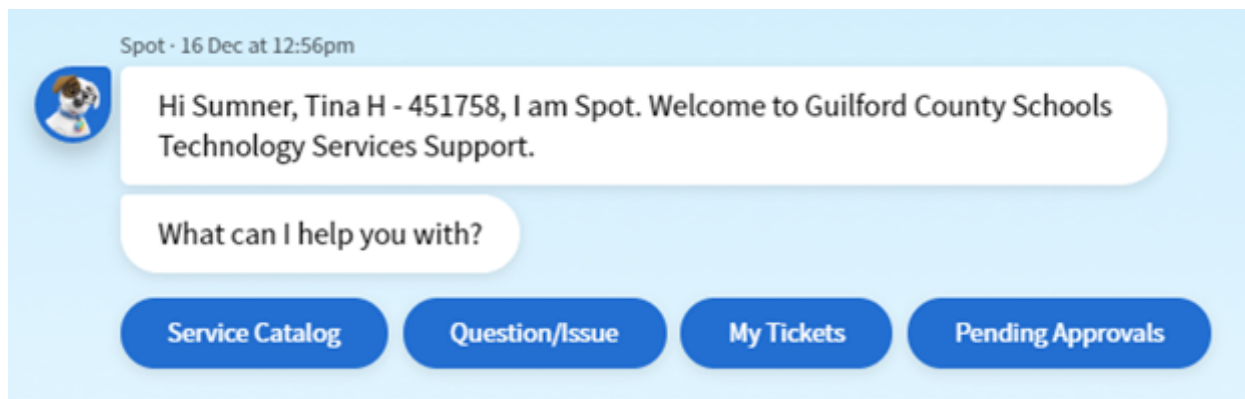


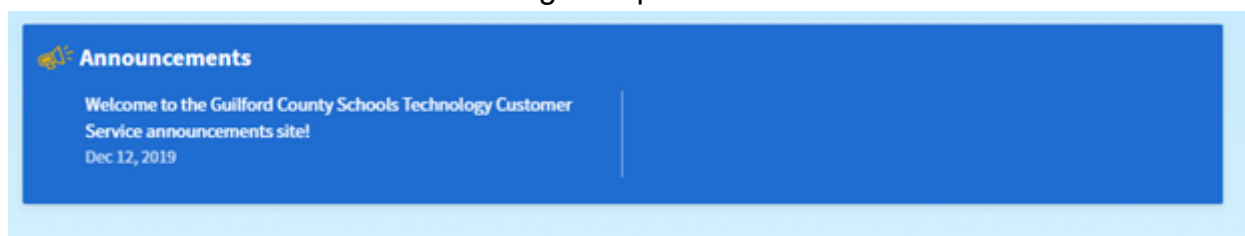
Use the Customer Service Portal (with Spot)

Modified on: Mon, Dec 16, 2019 at 1:51 PM

When you first enter the Customer Portal, **Spot**, our service dog-bot, will welcome you.



At the top of the portal you will see any important announcements from Technology Services. Please check here for information about outages or planned maintenance.



There are four options to interact with Spot, Service Catalog, Question/Issue, My Tickets, Pending Approvals. At this time the Service Catalog and Pending Approvals are not being used. They will be introduced in the near future.

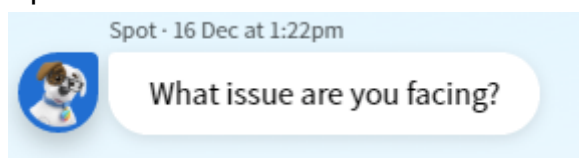
My Tickets

My Tickets will take you to a list of the tickets you have previously submitted.

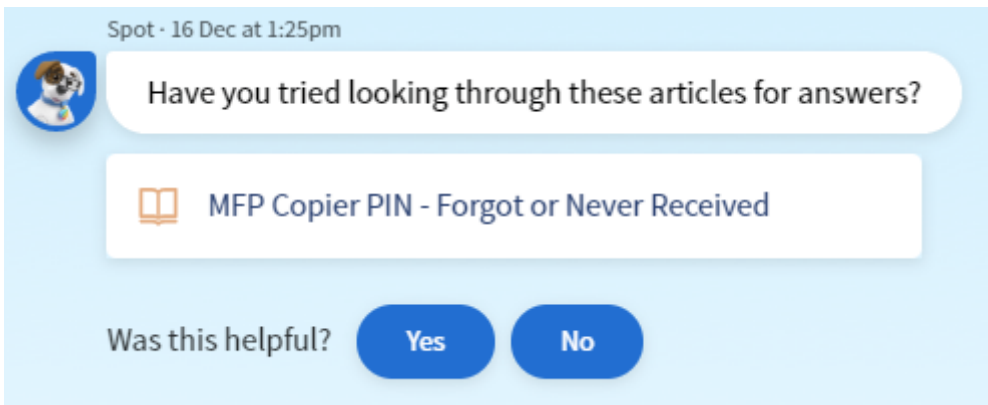
Question Issue

To ask Spot a question or get help with an issue, press [Question/Issue](#).

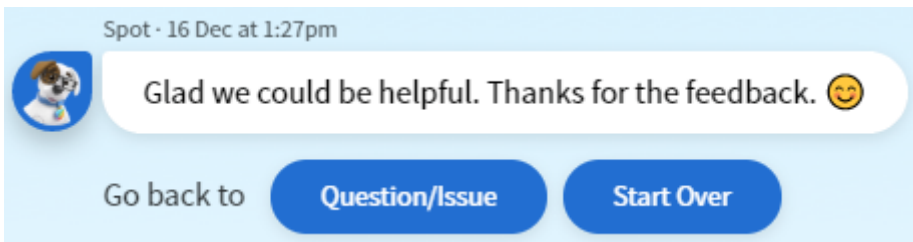
Spot will ask



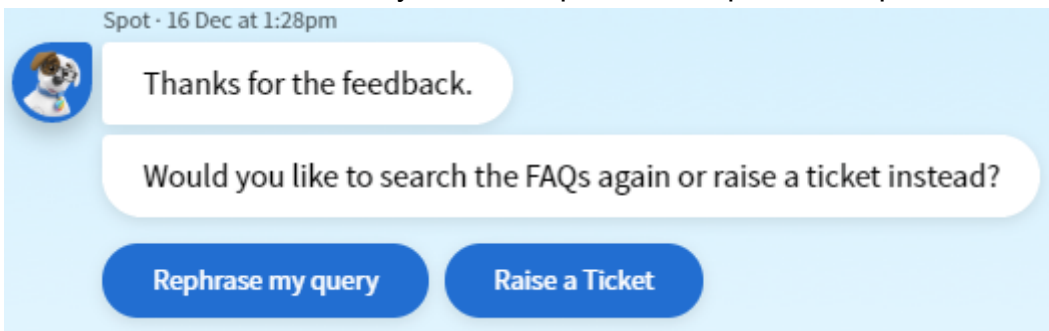
Enter a brief description of the issue and press enter or click the arrow. Spot will respond with suggestions.



You may click on the article to read and try the suggestions.
If the article resolves your issue, press **Yes**. Spot will respond



If the article did not resolve your issue, press **No**. Spot will respond



You may choose to **Rephrase my query** or **Raise a Ticket**.

If you choose to **Rephrase my query**, you will be asked to enter your issue again.

If you choose to **Raise a Ticket**, a pop-out window will open from the right to allow you to start a customer service ticket.



Create a ticket

Subject

forgot pin



Description •

B *I* U

[Attach a file](#)

Search a requester •

Ask Spot