IOWA

Department of Management

HOW TO

SERVICEDESK PLUS

-USER GUIDE-

HOW TO:

HOW TO: LOGIN

ServiceDesk Plus (SDP) is accessed through Iowa's single sign-on system using Okta. This ensures only authorized users can access internal tools and services.

1

Go to the Login Portal

Navigate to:
👉 login.iowa.gov

2

Okta Authentication

Use your state-issued credentials and complete two-factor authentication when prompted.

3

Locate the Zoho Directory Card

On your Okta homepage, find and click the **Zoho Directory card**. This opens the Zoho apps dashboard.

> **Tip:** First time logging in? You may be prompted to set your time zone. Select **Central Time – UTC -5, Chicago** and Click **Update**.

Iowa Zoho Directory (SAML)

4

Launch ServiceDesk Plus

Inside the Zoho Directory, click on the **ServiceDesk Plus** icon to launch the platform.

ServiceDesk Plus
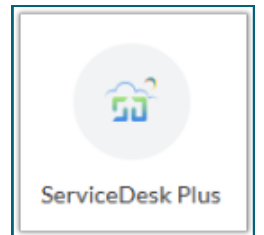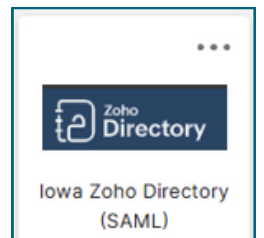
❓ Don't See the Zoho Directory Icon?

- Open the **App Catalog**: If you don't see the **Zoho Directory card** on your Okta homepage:
    - Click **Add Apps**.
    - Use the search bar to find **Zoho Directory**.
    - Click **Add**.

> Is **Zoho Directory** still not appearing? Email Support@DOM.Iowa.Gov and let us know you need access.

HOW TO: INCIDENT OR SERVICE

There are two request types: Incident and Service Requests. Choosing the right one ensures it goes to the right team with the right questions.

1

What is a Service Request?

A **Service Request** is used when you need something new or want access to a tool or service.

Common Examples:

- I need a new laptop or accessory
- I want access to a SharePoint folder
- I need software installed

✅ In these cases, choose Service Request in the ServiceDesk Plus.

2

What is an Incident?

An **Incident** is used when something that normally works is broken or not functioning correctly.

Common Examples:

- My monitor won't turn on
- I can't log in to a system
- My VPN keeps disconnecting

✅ In these cases, choose Incident in the ServiceDesk Plus.

❓ Still Not Sure? Ask Yourself:

"Is something broken or disrupted?"

- **Yes?** → Submit an Incident.
- **No?** → You likely need a Service Request.

Situation	Choose
It's broken or malfunctioning	🔧 Incident
You need something new	📦 Service Request

HOW TO: SUBMIT A SERVICE REQUEST

A **Service Request** is used when you need access, equipment, software, or a service enabled.
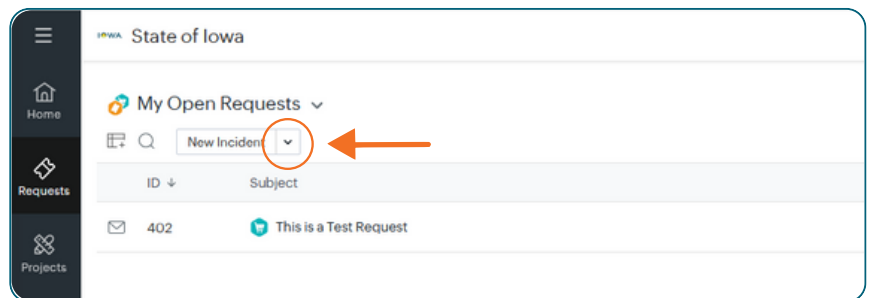
1

Start a New Request

You can begin a request in one of two ways:
- Click the **Request a Service** button in the green block in the center of the homepage (see 1) or select **New Request** (see 2).

- Alternatively, click **Requests** from the top-left menu (under the ☰ "hamburger" icon) and select **New Service Request** templates by the dropdown chevron 🔽 to reach Request Templates (see below).
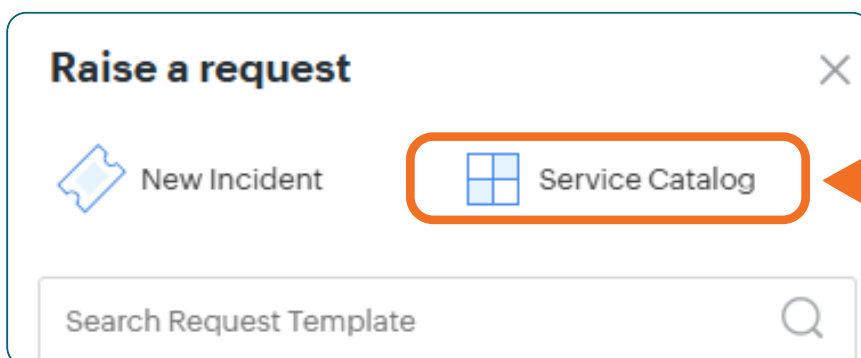

2

Browse the Service Catalog

On the right side of the screen, you'll see the **Service Catalog**—a list of request categories (e.g., Hardware, Software, Access).
- Click a **Category** to view related request templates.
- Use the search bar at the top to find a template by keyword (e.g., "VPN," "printer").
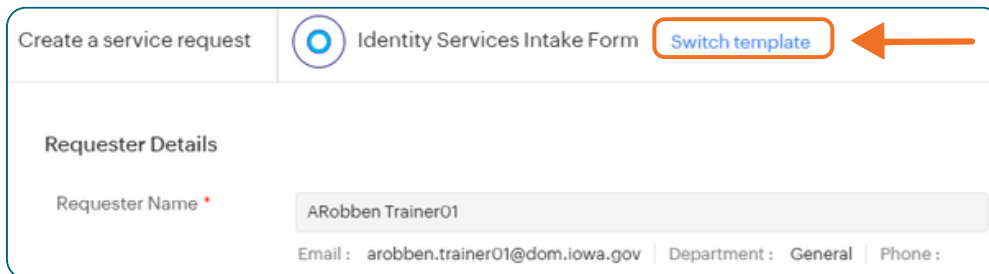
HOW TO: SUBMIT A SERVICE REQUEST

(CONTINUED)

3

Select & Switch Templates

Click a template to open it. Each one is designed to ask the right questions for that type of request.

- If you selected the wrong one and have not submitted it, click **Switch Template** to choose another (see below).

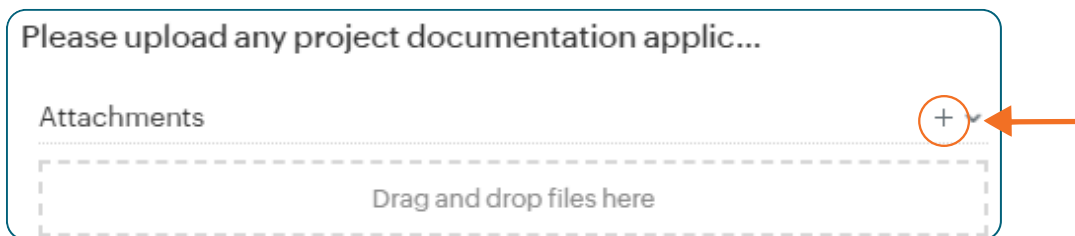| Create a service request | ⊙ Identity Services Intake Form | Switch template |

Requester Details

Requester Name *   ARobben Trainer01

Email : arobben.trainer01@dom.iowa.gov | Department : General | Phone :

4

Fill Out the Request Form

- Fill in all required fields (marked with a red asterisk *).
- Add any notes or explanations in the provided fields.
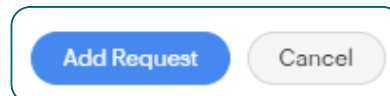- Upload attachments if needed by dragging them into the box or upload by selecting the **+** button (see below).

Please upload any project documentation applic…

Attachments   (+)

Drag and drop files here

- Click **Add Request**. Your request will be routed to the appropriate team (see right).

Add Request   Cancel

🔄 After Submission

- You may receive **emails** as technicians provide input on a request.
- See Page **10: How To Add Notes on a Request** for how to follow up.

HOW TO: SUBMIT A INCIDENT

An **Incident** is used when something that normally works is broken, inaccessible, or causing a disruption.

1 Start an Incident

- Click **Report an Incident** under the "**I am facing an Incident**" section on the left (see right).

- Click the **Requests** button under the ≡ "hamburger" icon.
  - Scroll to **My Open Requests**.
  - Click **New Incident** to begin (see right).
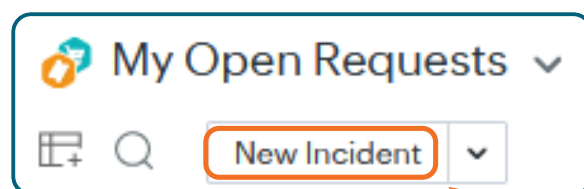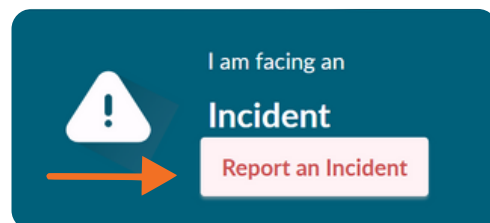
2 Fill Out the Incident Form

- Fill in all required fields that are marked with a red asterisk (*****).
- Describe what's not working clearly and thoroughly.
- Upload attachments at the bottom if needed by dragging them into the box or upload by selecting the **+** button (see below).
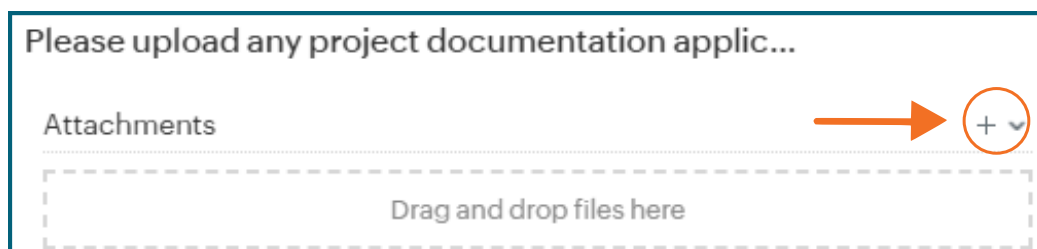
- Click **Add Request** at the bottom of the form. Your request will be routed to the appropriate team.
  - You can check progress directly in ServiceDesk Plus. Additionally, you may receive email updates about the status of your incident.
  - For adding additional details or notes, see **Page 10: How To Add Notes on a Request.**
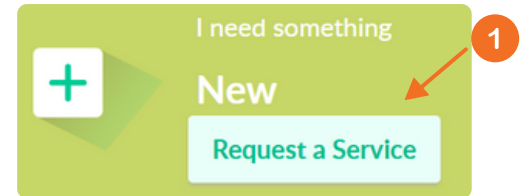
HOW TO: USE THE SERVICE CATALOG

The **Service Catalog** is your menu of available services within ServiceDesk Plus. It contains all the request templates you'll use to ask for access, equipment, software, or service changes.

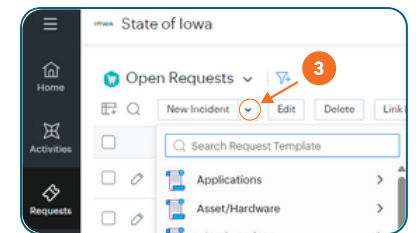## 1 Access the Service Catalog

There are three different ways to access the Service Catalog. First, on the home screen, click the **Request a Service** button (see 1) on the homepage in the green block.

Second, the **New Request** button on top of screen (see 2) and select Service Catalog.

Third, click **Requests** side panel, then use the dropdown **chevron** ▼ to access the catalog (see 3).

2 Fill Out the Request Template

- The **Service Catalog** appears on the right side.
- Click a **Category** (e.g., Hardware, Software, Access) to see templates in that group.
- Templates for that category will display in the center panel (see below).
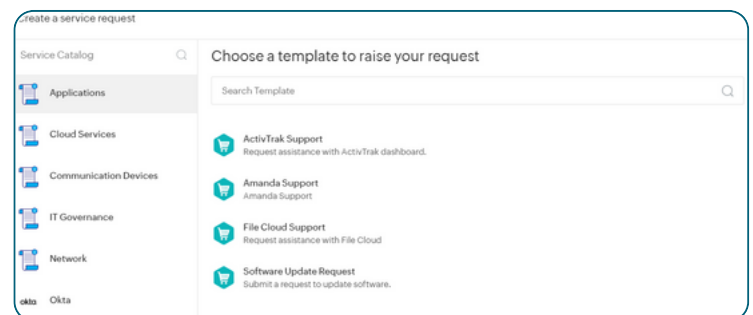
Search for a Template

- Use the Search bar 🔍 at the top of the screen to look up keywords (e.g., laptop, VPN access, printer).

HOW TO: USE THE SERVICE CATALOG

(CONTINUED)

3

Choose or Switch a Template

- Click on a template to open it.
- Templates are built to ask the right questions for each type of service.
- If you pick the wrong category, click **Switch Template** (see below).

Create a service request	◯ Identity Services Intake Form	Switch template

Requester Details

Requester Name *

ARobben Trainer01

Email : arobben.trainer01@dom.iowa.gov | Department : General | Phone :

🔍 Need Help With a Specific Step?

Check out these short Documents on these specific steps.

| If You Need To...	See Section
Log in to the system	Link to Document
Decide between Request or Incident	Link to Document
Submit a Service Request	Link to Document
Report an Incident	Link to Document
Use Service Catalog	Link to Document
Add Notes to a Request	Link to Document

HOW TO: ADD NOTES ON A REQUEST

Once a ticket has been submitted, you may need to respond to follow-up questions, provide new information, or clarify your request. This section outlines two simple ways to add that information—through the web portal or by email.

1

Add a Note in the Portal

- Click on the **Requests** tab.
- Locate your ticket under My Open Requests and click to open.
  - Go to the **Conversations** tab.
  - Find the **Notes** section by selecting the chevron 🔽 by **Actions** on the top right (see below).
  - Click the **reply** ↵ arrow to add your message.
  - Click **Add Conversation** Add Conversation .
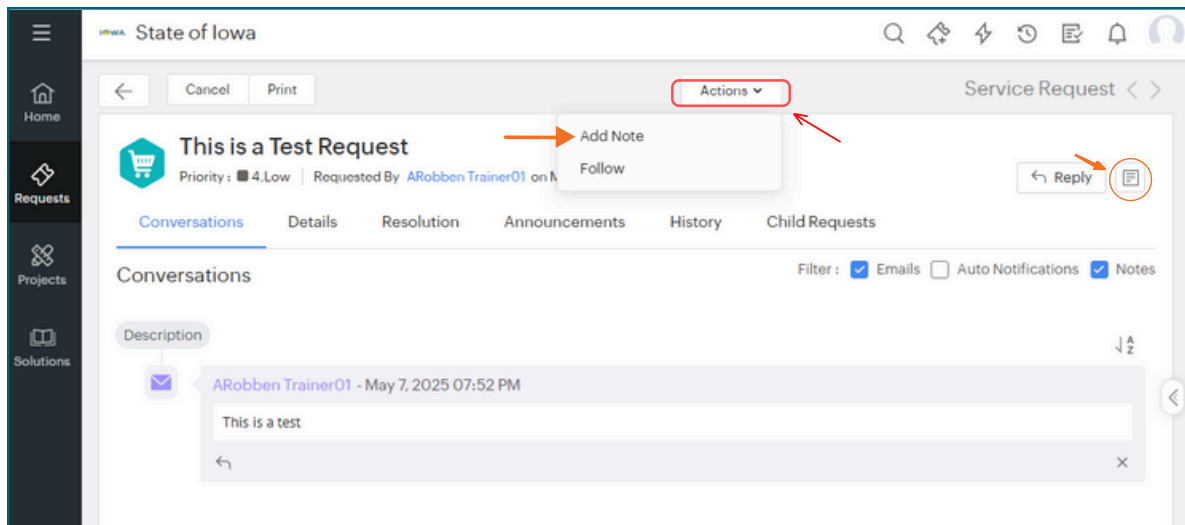
💡 Use Notes to provide progress input, answer technician questions, or clarify your issue. All Notes are added to the ticket history for transparency.

2

Add Info via Email

- Open the ticket notification email.
- Click **Reply**.
- Type your message and click **Send**.

⚠️ **Important:** Do not change the email subject line. Altering the subject may create a new ticket instead of linking your response to the existing one.

OTHER WAYS TO SUBMIT A REQUEST

Phone Number - State of Iowa Tech Support
((515) 281-5703

Website - Support.Iowa.Gov
https://support.iowa.gov/