

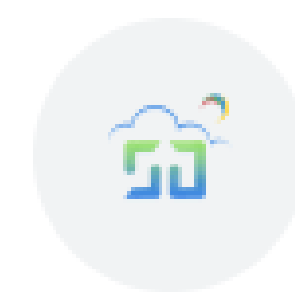
ServiceDesk Plus

How To: Use Service Catalog

1

Login To ServiceDesk Plus

Go to login.iowa.gov, sign in using Okta credentials, click on Zoho Directory, and then launch ServiceDesk Plus.

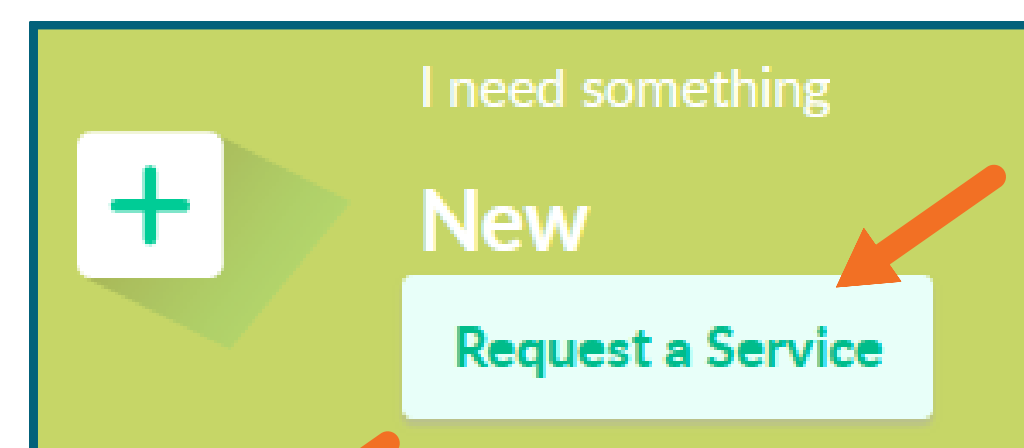


ServiceDesk Plus

2

Access the Service Catalog

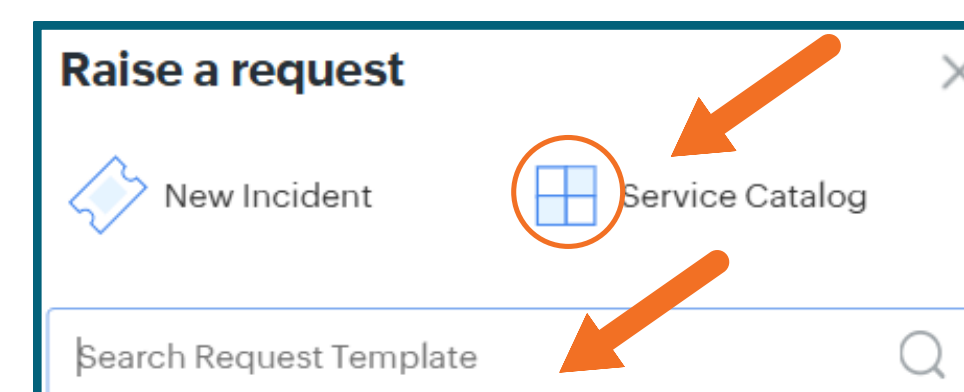
- On the home screen, click the **Request a Service** button.
- OR-
- Select the **New Request** button.



3

Browse the Catalog

- Within the Service Catalog click **Category** to see templates within that group.
- OR-
- Type keywords in the **Search bar**.



4

Select a Template

- Templates are designed to ask specific questions for the type of request.
- If you need a different template, click **Switch template**.

