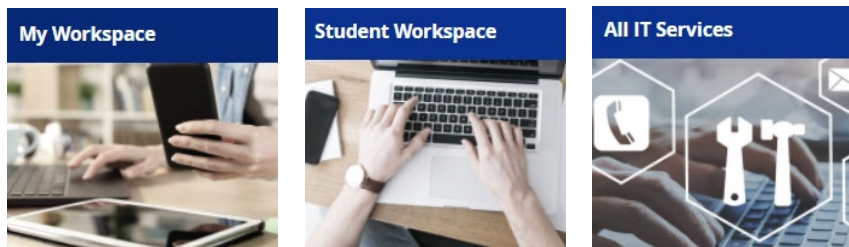# Submit a request for IT support via

1. Go to: madonna.topdesk.net

2. Click: **Log in to Self-Service Portal** to access TOPdesk with your MU email credentials

3. At the HOME page:
   - ➢ **Employees** – select **My Workspace** for common service requests
   - ➢ **Students** – select **Student Workspace** for common service requests

4. Within each workspace, you can access:
   - ➢ Categories at the left side of the screen
   - ➢ Additional services are listed at the right side of the screen
   - ➢ **Anyone can select ALL IT Services to view all available categories and services**

5. Using the services available in the categories will allow for more efficient processing of your request. If you can not find an appropriate service type, click **Quickly Report an Issue** to submit a request directly to the helpdesk.

6. While working in TOPdesk, users can click any of the quick links at the top of the screen to navigate to a previously visited page. **HOME** is always available in this path if you would like to start over or find a different category. A full description is displayed at the top of each service.


HOME ＞ ALL IT SERVICES ＞ AUDIO VISUAL (AV) SERVICES ＞ EVENT SERVICES

Event Services

Planning, equipping, and staffing for live events requiring AV Services on and around campus
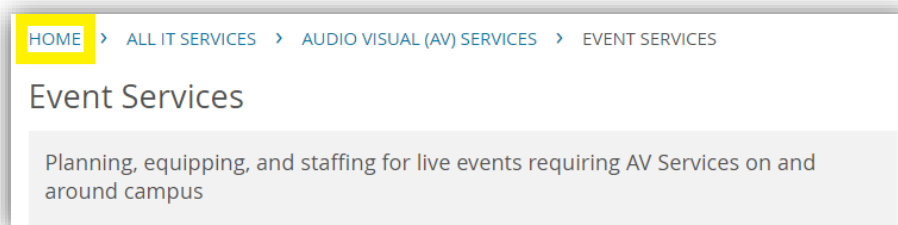
7. Once you have navigated to the needed service, select the appropriate button at the right. Services may have a single button or several, depending on the options available within the service type.
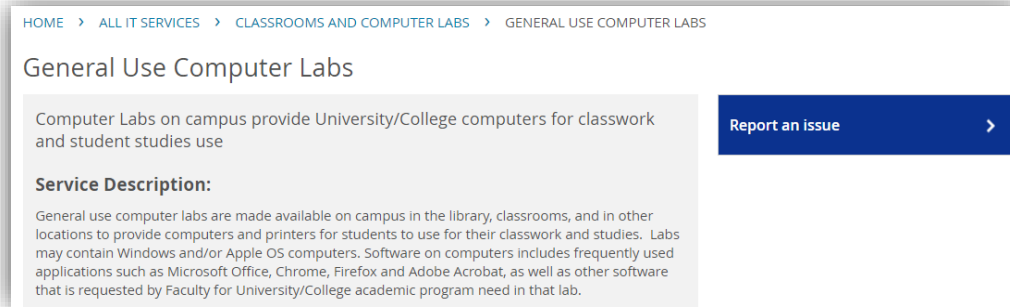
8. To submit a ticket, fill out the form as completely as possible. Attach screen shots and any other documentation when available. Then click submit.
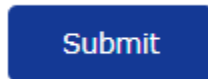
9. Once submitted, you will receive a notification email to your MU inbox. As the status changes, additional notifications will be delivered. To view your tickets along with their status, click View My Requests at the home page.
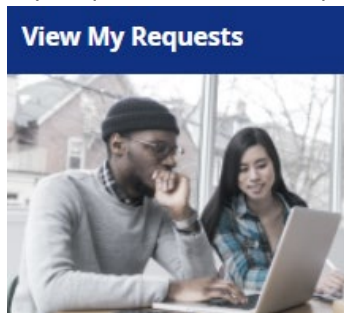
10. Click on your request(s) to add a note, attach additional documentation or to connect with your assigned technician.