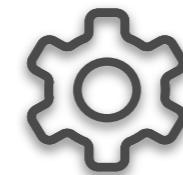


How can I help you?

 Search



Service Catalog

[Click here to request new services.](#)



Incident

Login an incident form
to report your problem.



Knowledge Base

Quick guides and solutions to any
problems.



SERVICE CATALOG

Search...



IT Services



Request for any IT Services.
For instance, requesting for a new laptop.

On-Boarding Services



On-Board new teammates

Campus Facilities



General Facilities request. For instance, track my shipment.

Asset Protection



General legal request. For instance, requesting for a new access badge.



Search Help & Learning



IT SERVICES

Hardware Request

Service request for a lost/stolen item, reclaiming hardware, loaner request, pc & mac accessories.

Internet/Telecom/Audio/Email Request

Service request for headset, phone, interent, webex, audio/video conference, and email.

Software/Access Request

Service request for UA supported software, such as Design, Finance, Microsoft, CAD, and Collaboration softwares, Create modify Application/Armour/SAP FMS .

Data Request

Request a data change, such as Adobe, Armour, and SAP, Salesforce, Master Data, and etc.

Mobile Request

Service request for ordering a UA supported device, such as Samsung and Apple devices.

Routine Request

Request a routine change.



HARDWARE REQUEST

[Loaner Request](#)[Lost/Stolen Request](#)[Mac Accessories](#)[PC Accessories](#)[Other Accessories](#)

Lost/Stolen Request

* Requested For:

* Asset ID/CI:

* New Device Needed:

-- None --



HARDWARE REQUEST

Loaner Request

Lost/Stolen Request

Mac Accessories

PC Accessories

Other Accessories

Mac Accessories

[Apple Wireless Keyboard](#)

Apple Wireless Keyboard (MLA22LL/A)

\$96.58

[Add to Cart](#)[Apple Wireless Mouse](#)

Apple Wireless Mouse (MLA02LL/A)

\$77.85

[Add to Cart](#)[Apple MagSafe 2 Power Adapter 60W](#)

Apple MagSafe 2 Power Adapter 60W (MD565LL/A)

\$78.73

[Add to Cart](#)[Apple MagSafe 2 Power Adapter 85W](#)

Apple MagSafe 2 Power Adapter 85W (MD506LL/A)

\$75.72

[Add to Cart](#)[Apple MagSafe 2 Power Adapter 60W](#)

Apple MagSafe Power Adapter 60W (MC461LL/A)

\$75.72

[Add to Cart](#)[Apple MagSafe 2 Power Adapter 85W](#)

Apple MagSafe Power Adapter 85W (MC556LL/B)

\$75.71

[Add to Cart](#)



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ON-BOARDING SERVICES

On-Boarding

On-Board a UA Teammate and
Consultants.

Retail On-Boarding

On-Board a UA Retail Teammate.

Procurement

Order UA Business cards or
Corporate Credit Cards.



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CAMPUS FACILITIES

Space

View and manage building, floors, rooms, users, and parking.

Asset

Manage assets and meter reads.

Facilities /Shipping Service Request

Create and view service tickets.

Track my shipment

Track and manage mail operations.

Directory

Site wide employee directory.



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ASSET PROTECTION

Reporting incident

Reporting a Teammate threat, theft, a vehicle accident, visitor threat, an alarm response, trespassing, and vandalism.

Building Access

Request area access.

New Parking Pass

Request a parking pass.

Campus Event Support

Request for security presence and building access.

Escort Request

Request a escort.



LOG AN INCIDENT

"MY LAPTOP WILL NOT BOOT!", MY EMAIL IS SLOW!" NEED A FIX? USE THE INCIDENT FORM BELOW TO QUICKLY LOG YOUR ISSUE.

Log an Incident

Please fill in the fields below to submit an incident. To encourage Self-Service, your Short Description input may yield related Knowledge Base articles below! You may 'Cancel Submission' if a KB article resolves your issue or 'Continue Submission' if you still need additional support.

If this a Facilities issue, please enter into iOffice: <https://underarmour.iofficeconnect.com/>

Incident Overview

* Open on Behalf of User

 Gregory Jones (251346) X ▾

* Short Description

Incident Details

Select a Category

-- None -- X ▾

* Select a Subcategory

-- None -- X ▾

Please Describe Your Issue

Add Screenshots

Cancel Submit



KNOWLEDGE BASE

FAQ

Answers to common questions that are asked in some context.

Outlook, Dropbox, SharePoint and Collaboration Tools

Information regarding a laptop, phone device to the pth wifi and guesthouse

Accounts & User Access

Information on UA accounts, access to application, and etc.

Security

Information regarding a laptop, phone device to the pth wifi and guesthouse

Computer, Peripherals, and Hardware

Information about laptops, printers, phones and other hardware.

Network & Wifi Connectivity

Information regarding a laptop, phone device connecting to the pth wifi and guesthouse



STATUS PAGE

MANAGE YOUR ITEMS AND GRANT APPROVALS EASILY AND EFFECTIVELY.

My Incidents 3

My Requests 4

My Approvals 0

My Change Requests 9

My Demands 2

My Other Tasks 3

My ABO Requirements Approvals 3



STATUS PAGE

MANAGE YOUR ITEMS AND GRANT APPROVALS EASILY AND EFFECTIVELY.

My Incidents 0

Show 10 entries

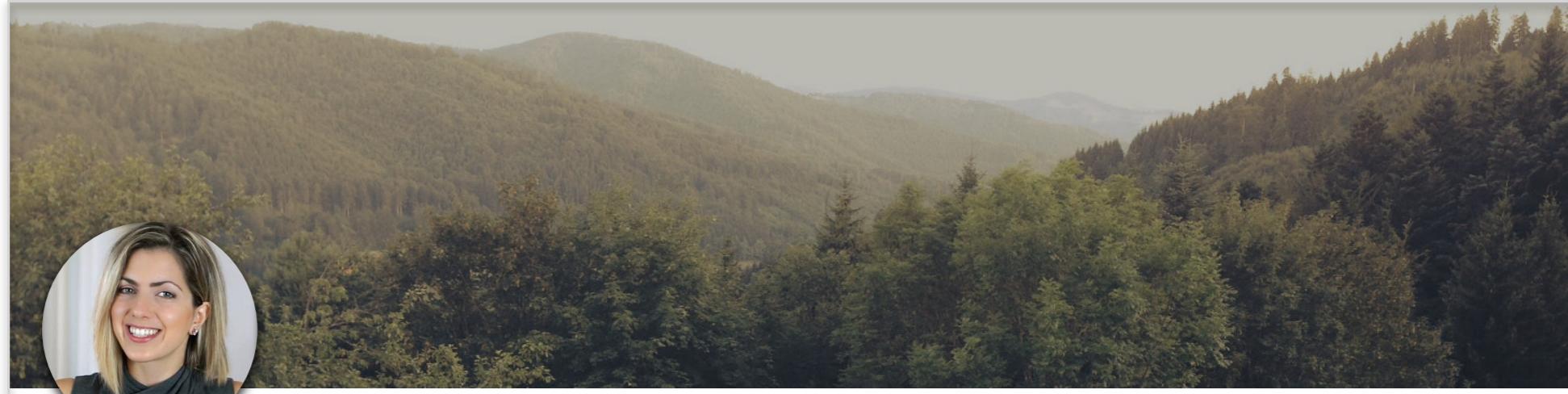
Search...



Number	Description	State	Updated	Updated By
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My Requests 4

Number	Description	State	Updated	Updated By
RITM0162800	Loaner Request	Delivery	2018-05-21 13:21:03	241356
RITM0154800	Mobile Request	Delivery	2018-03-21 15:31:04	251346
RITM0122400	Software Request	Delivery	2018-04-21 16:33:08	233316
RITM0231340	Hardware Request	Delivery	2018-01-21 17:30:04	223116

**Lisa Moore**

Lead Analyst, ITSM Platform at Under Armour
Port Convington Office

...

Contact Info:

lmoore@underarmour.com
(443) - 862 - 9222

Team

Matt Thompson
Manager, ITSM Platform



Aaron Walker
Analyst, ITSM Platform



Dan Matthews
Analyst, ITSM Platform



LIVE CHAT

Chat with someone at the helpdesk.

Search 

May 20th, 2018

**Dan Matthews**

How can I help you?

**Greg Jones**

@Dan Matthews Hi Dan, my computer is running slow.

**Dan Matthews**

Try and restart your machine and let me know what happens next?

**Greg Jones**

I restarted the machine and nothing happens.

**Dan Matthews**

Check you hard drive space and see if it is full?

**Greg Jones**

Yes, it is full. I guess I need to delete some files. Thanks.

		
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Sketch Wireframing Kit – v1.2 – Forms

This is a collection of symbols for quickly mocking up web applications, created by your friends at Bohemian Coding and released under the MIT license.

Form Elements

Text area content

Input value

Placeholder

Select Option ▾

Radio Label

Radio Label

Radio Label

Checkbox Label

Checkbox Label

Checkbox Label

OK

Cancel

Form Elements (Disabled)

Text area content (Disabled)

Input value (Disabled)

Input value (Disabled)

Select Option ▾

Radio Label

Radio Label

Radio Label

Checkbox Label

Checkbox Label

Checkbox Label

Button Label

Cancel

Form Elements with Focus

Text area content

Input Value

Validation Errors

Text area content

Input Value

Sketch Wireframing Kit – v1.2 – Typography

This is a collection of symbols for quickly mocking up web applications, created by your friends at Bohemian Coding and released under the MIT license.

h1 – This is a main title

h2 – This is a subtitle

h3 – This is a section title

h4 – This is a section subtitle

This is an introduction text. It has a fixed size, and a custom line height, so you can experiment with it. *Lorem ipsum dolor sit amet, consectetur adipiscing elit. Cras dapibus vulputate diam eu pretium.*

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Cras dapibus vulputate diam eu pretium. Mauris elit orci, ultricies id fermentum vel, porta et eros. Vestibulum condimentum lectus in convallis feugiat. Sed vulputate fringilla felis. Aliquam ut arcu et dui feugiat scelerisque eu quis diam. Mauris placerat congue dui sit amet blandit. Phasellus condimentum libero vel velit auctor, sit amet tincidunt velit varius.

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Typography is the craft of endowing human language with a durable visual form.
— Robert Bringhurst

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