

Should I create an Incident or a Request?

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What is an Incident?

An incident is any unplanned interruption to a service or reduction in the quality of a service.

When you have an incident, please call the Help Desk at 866-491-8167 or submit a ticket with the Create Incident form.

What is a Request?

A request is something you don't have that you want or need. For example, I need access rights to an application, or I need to order a printer.

To submit a request please use the Service Catalog to find the appropriate catalog item for your request. Here is a quick tutorial on using the catalog.