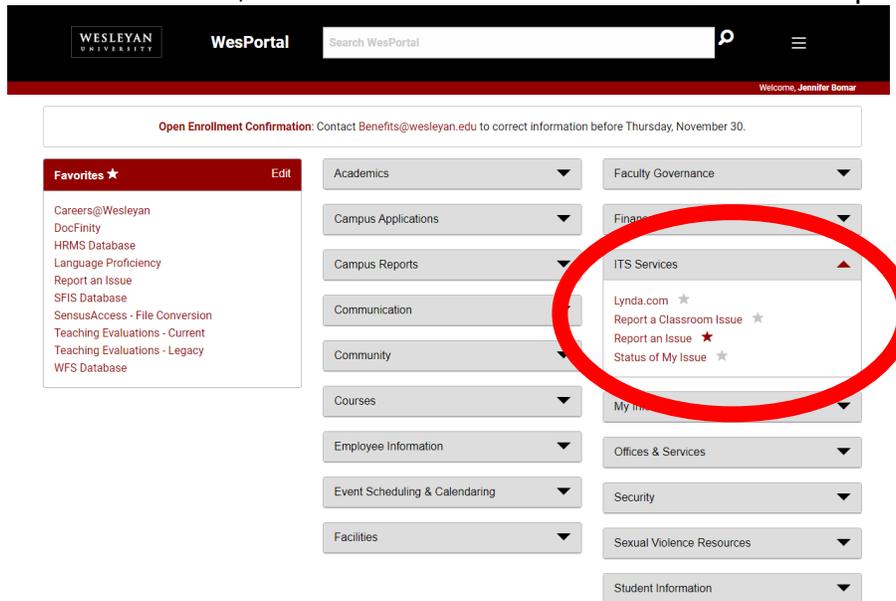
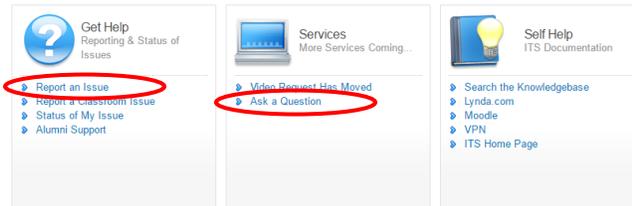


# Requesting Assistance from Information Technology Services (ITS) at Wesleyan University

1. Access your WesPortal at (<http://portal.wesleyan.edu>).
2. Local the “ITS Services” box, click on the down arrow and the select “Report an Issue”.



3. Depending on your browser settings, you could be routed directly to the page to submit your request and will skip this step. If not, Click on “Report an Issue” under the “Get Help” section with the question mark on the left side of the page to report a problem, or for a general question click on “Ask a Question” under the computer picture in the center of the page.



4. After clicking the appropriate section, input your information and click “submit” on the lower right-hand side of the page.
5. You will receive an automated message from ITS informing you they received your ticket.
6. Once they have addressed your ticket, you will also receive an automated email with the comments they added.
7. You can always add/check for comments by following steps 1-5. At which point, you will see the prior tickets you submitted on the left-hand side of the page and can click on the appropriate one to view details.