Making a service request in the UIS Self-Service Portal [1]

August 25, 2025 by ES and UIS Communications [2]

The new UIS Self-Service Portal isn't just for reporting problems; it's also your go-to for requesting services.

NOTE: If you have a problem like a broken laptop, select **Report an Issue**. See How to submit a ticket with UIS through the new self-service portal [3] for step-by-step instructions.

Requesting service

1. Log in to the UIS Self-Service Portal [4] with your CU Single Sign ON (SSO).

2. Click **Request a Service** on the homepage.
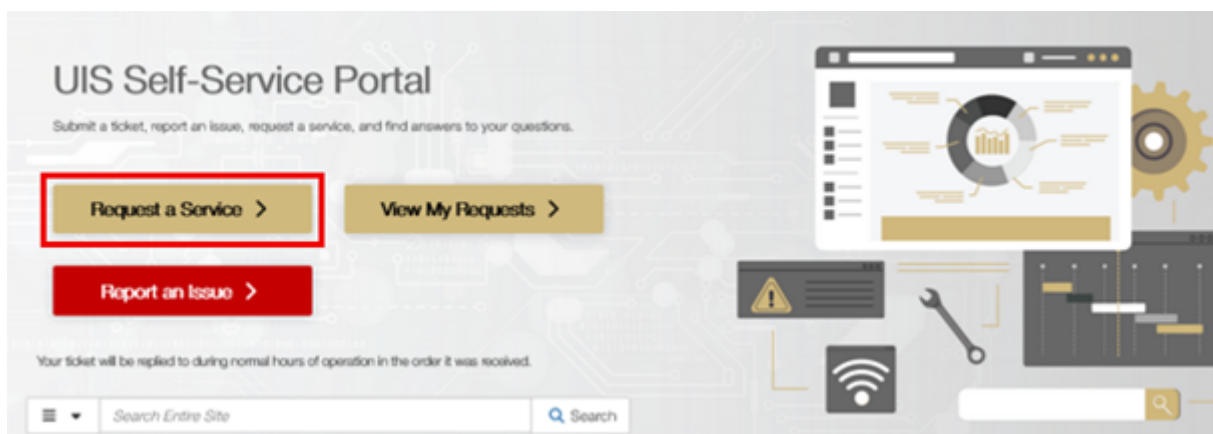
3. Browse the **UIS Service Catalog** and select the category that fits your needs.

Service Catalog

Categories (9)

Report an Issue
Report any outages or issues here

UIS Operations
UIS Operations ensures that services and products are managed in a coordinated, transparent, and reliable manner. This includes

Administrative & Business
Services that support the administrative and business functions of the institution. Includes business capability and process automation.

Constituent Relationship Management (CRM)
Services that support targeted, strategic and effective electronic engagement activities with

Customer Advising & Consultation
Customer Success engages with stakeholders to advise on strategic technology direction.

Enterprise Content
Enterprise Content Services can manage your content, processes and cases on a single platform. This helps to increase productivity.

Information Security
Services that help ensure the privacy and proper handling of university information assets.

IT Professional Services
IT Professional Services provides specialized services designed for IT-focused customers.

System Administration Services
Services provided specifically for departments within the System Administration division.

Popular Services

Report an Issue

Financial Management

Project & Portfolio Management

Data Management

IT Service Management

View All Popular Services >

My Recently Visited Services

Email and Collaboration

IT Service Management

Project & Portfolio Management

Awareness and Training

Desktop & Mobile Device Support

View All Recently Visited Services >

Popular Tags 🏷

No tags have been applied.

View All Tags >

4. Depending on the service area, different services will be listed under your selected category. Select a specific service.

💼 Administrative & Business

Services that support the administrative and business functions of the institution. Includes business capability and process automation, financial management, human capital management, and student information management.

Services (5)

Data Management

Supports the access, integration, analysis, and governance of institutional data to enable informed decision-making and operational efficiency across the university.

Financial Management

Supports financial operations across the university, including budgeting, procurement, expense processing, grants management, and financial reporting.

Human Capital Management

Supports faculty, staff, student employees, and HR professionals in managing employment, payroll, benefits, and related personnel activities across the university.

Research & Grants Management

Supports researchers and staff in managing grant proposals, ensuring compliance, and administering awarded funds throughout the research lifecycle.

Student Lifecycle Management

Supports students, faculty, and staff in managing key academic and administrative activities across the student journey - from admissions and enrollment to graduation and beyond.

5. Click the specific service you need from the buttons on the right side of the page.

Student Lifecycle Management

The Student Lifecycle Management service supports the full spectrum of student-related administrative functions - from recruitment and admissions through graduation and alumni engagement. This service enables efficient and coordinated management of student records, academic programs, enrollment processes, and faculty-related activities across the institution.

Note: For Production Services requests, please click here

Submit your requests regarding Student Lifecycle Management here. Service Offerings include:

- Query & Equation Migration
- Academic Advising
- Admissions
- Campus Community
- Campus Portal
- Degree Audit and Planning
- Financial Aid
- International Student and Scholar
- Student Financials
- Student Records
- Transfer Credit Processing

> Request this service by clicking on the corresponding Service Offering button, located on the right of this page. You will be contacted with an answer to your inquiry or a request for additional information.

Who can use the service?

Students, faculty, and staff who support and participate in student lifecycle activities at CU.

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🖳 Query & Equation Migration
💬 Academic Advising
🖼 Admissions
👥 Campus Community
🏛 Campus Portal
☰ Degree Audit and Planning
🧍 Financial Aid
🌐 International Student and Scholar
💲 Student Financials
👤 Student Records
⇄ Transfer Credit Processing

6. A webform will open. Complete the form with a description of the service you are requesting, with as much information as you can provide. Your name and department will automatically populate.

Financial Aid

+ Show Help   − Hide Help

**Requestor *** ❓ 👤

Deirdre Keating

Acct/Dept * ❓

Employee Services

Short Description * ❓

Description * ❓

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Attachment ❓

Browse...   No file chosen

Submit

7. Click **Submit**. Your ticket is now created and will be handled by the appropriate service team.

✔ Request Created Successfully!

Service Request ID: 19279399

What do you want to do now?

Create another request of this type
View the request you just created
View your ticket requests

Whether you're requesting access to a new tool or initiating a business process, this feature streamlines your experience and ensures your request gets to the right place quickly.

TIP: Bookmark the portal [4] for quick and easy access.

UIS Service Desk [5]
Display Title:
Making a service request in the UIS Self-Service Portal
Send email when Published:
No

Source URL: https://www.cu.edu/blog/tech-tips/making-service-request-uis-self-service-portal

Links

[1] https://www.cu.edu/blog/tech-tips/making-service-request-uis-self-service-portal
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[5] https://www.cu.edu/blog/tech-tips/tag/uis-service-desk