Published on *University of Colorado* (https://www.cu.edu)

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

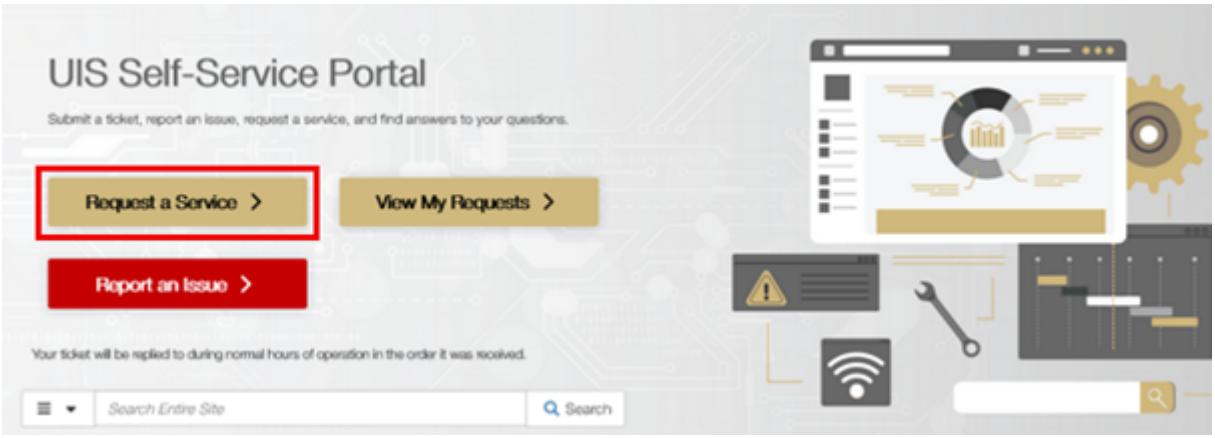
August 25, 2025 by ES and UIS Communications [2]

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

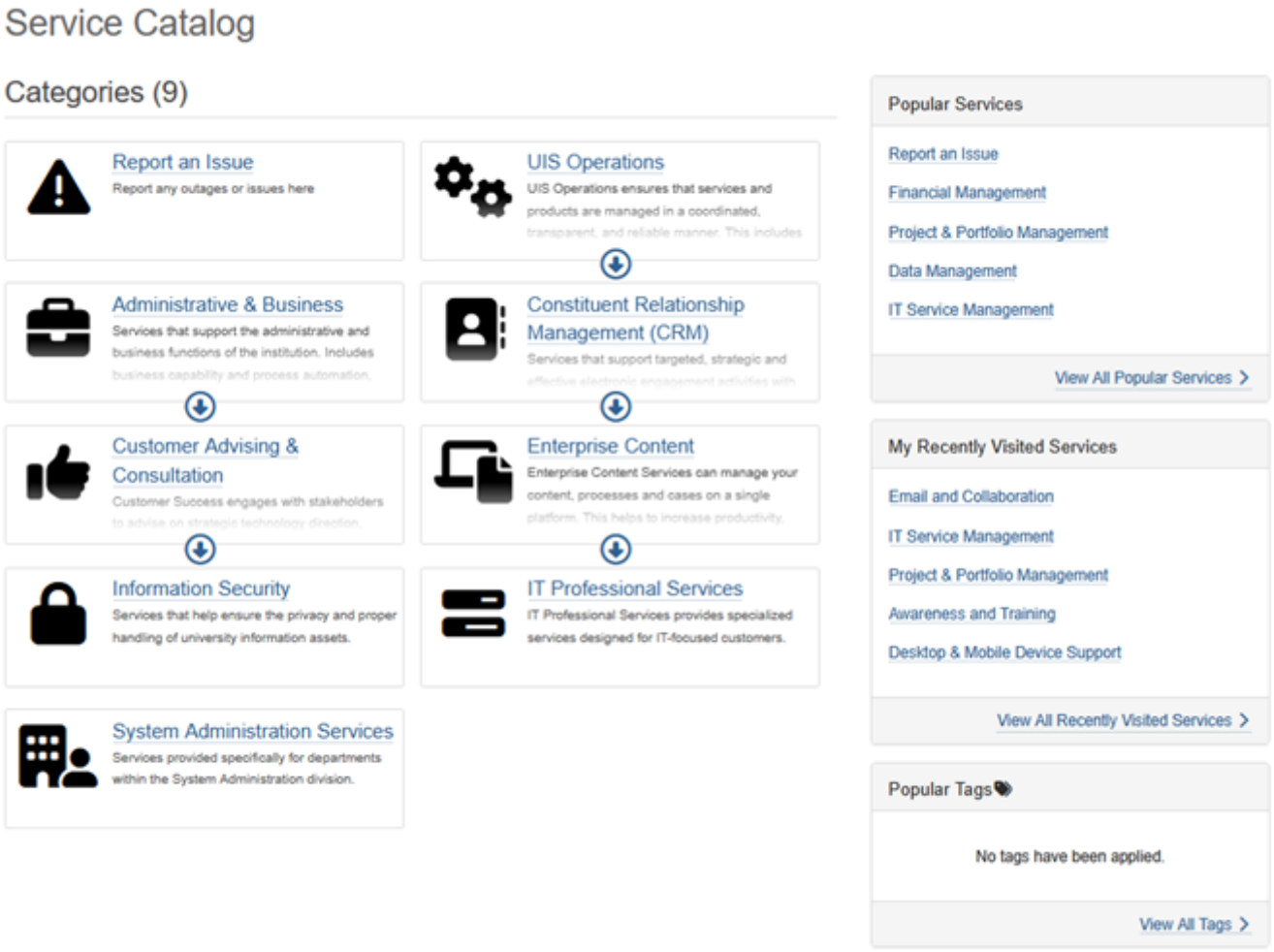
NOTE: If you have a problem like a broken laptop, select **Report an Issue**. See How to submit a ticket with UIS through the new self-service portal [3] for step-by-step instructions.

Requesting service

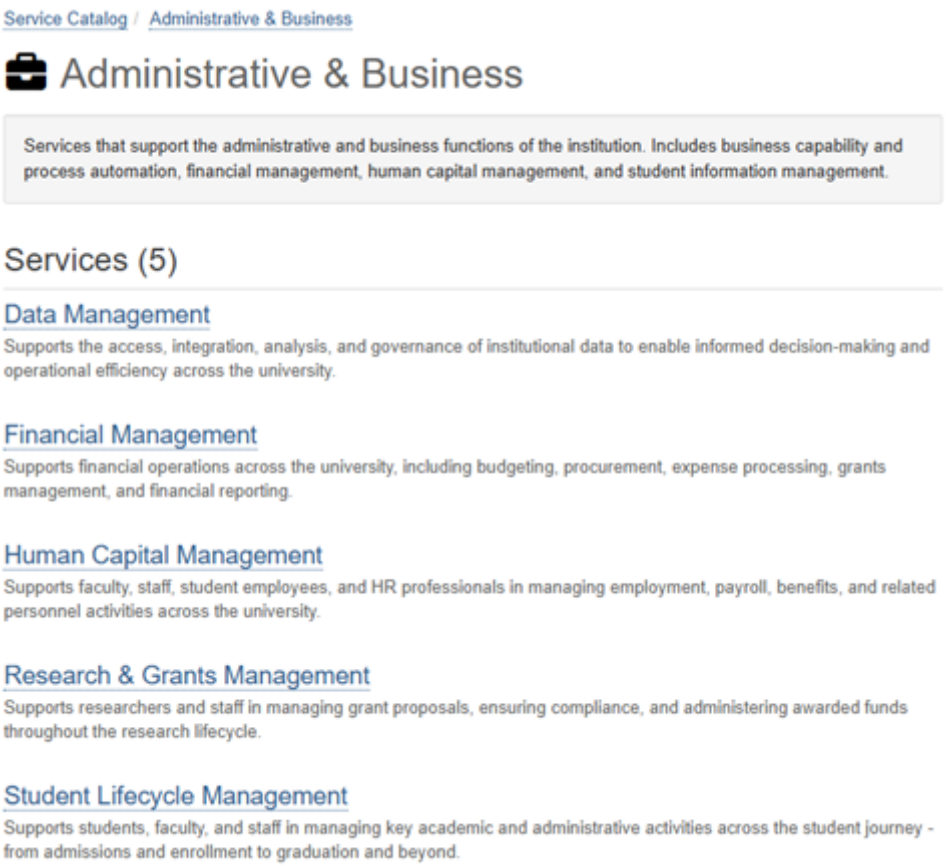
1. Log in to the UIS Self-Service Portal [4] with your CU Single Sign ON (SSO).
2. Click **Request a Service** on the homepage.



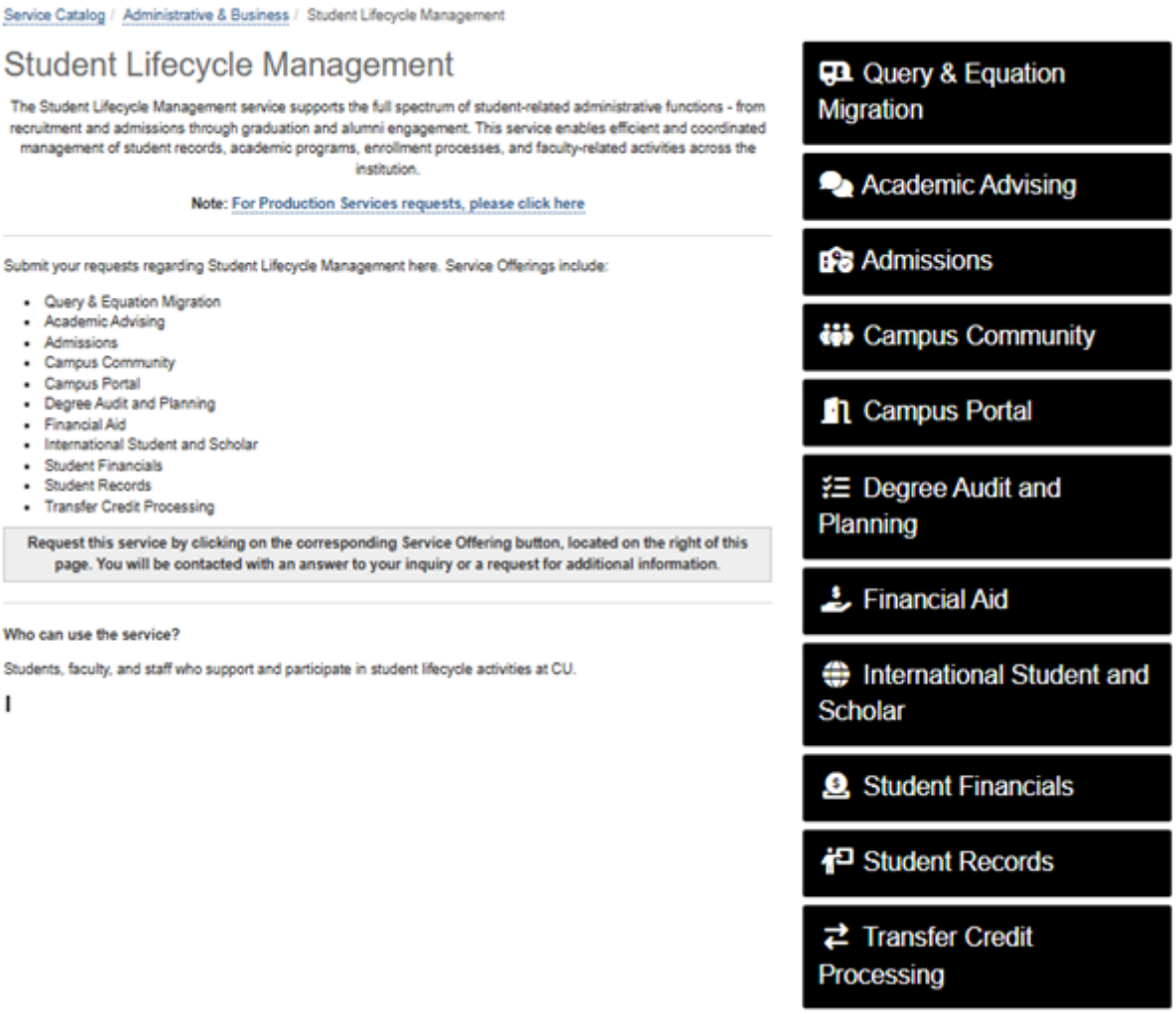
3. Browse the **UIS Service Catalog** and select the category that fits your needs.



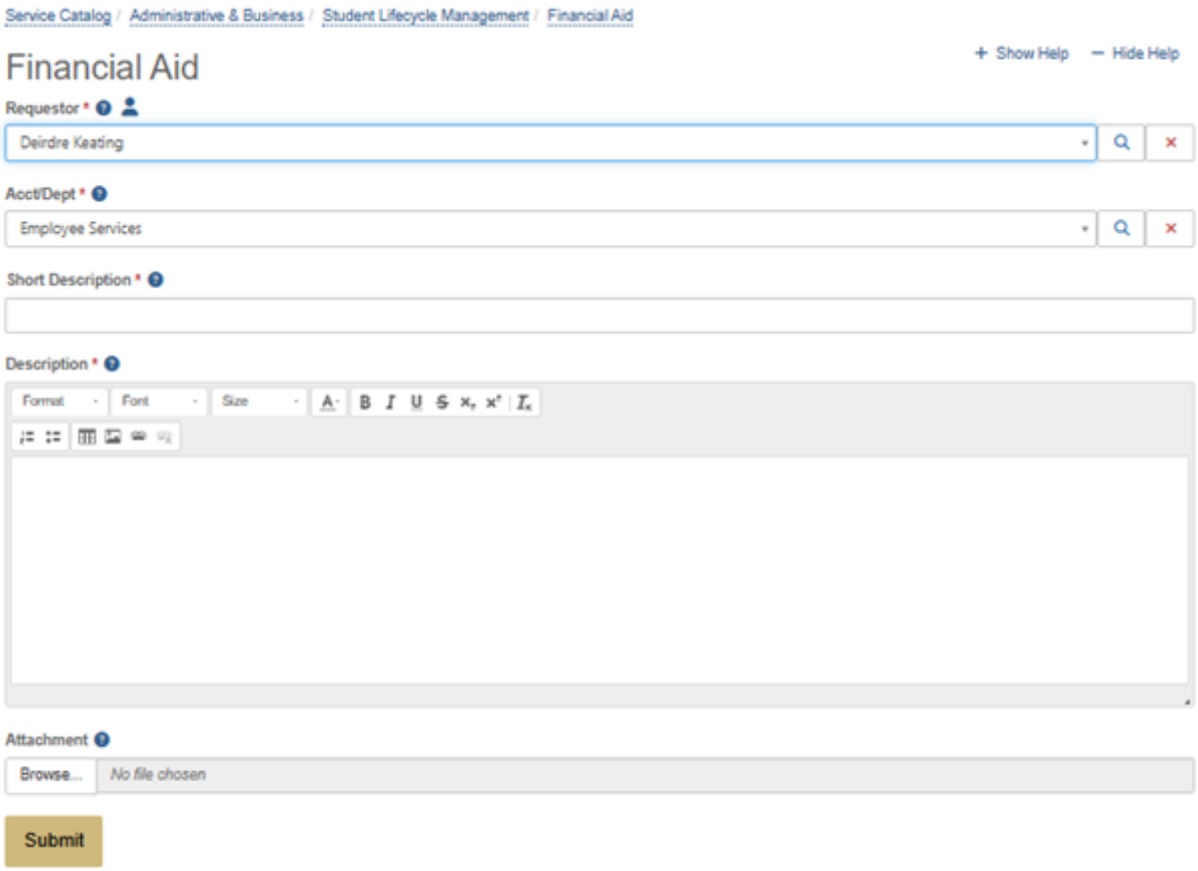
4. Depending on the service area, different services will be listed under your selected category. Select a specific service.



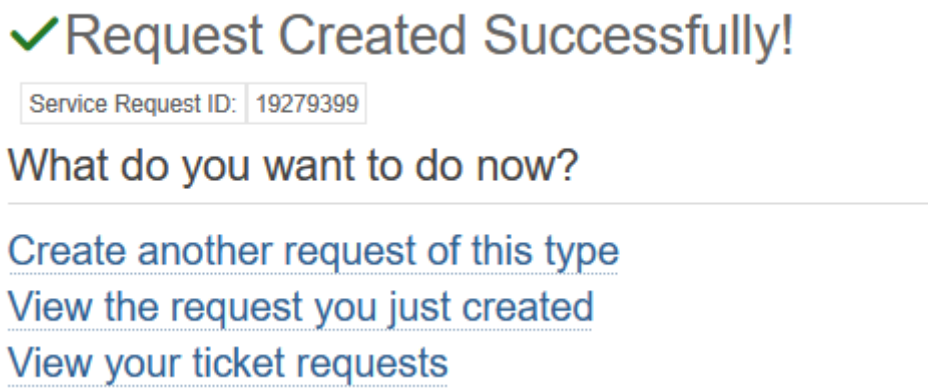
5. Click the specific service you need from the buttons on the right side of the page.



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.



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



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
[2] https://www.cu.edu/blog/tech-tips/author/166688 [3] https://www.cu.edu/blog/uis-news/how-submit-ticket-uis-through-new-self-service-portal [4] https://support.cu.edu/TDClient/1825/Portal/Home/
[5] https://www.cu.edu/blog/tech-tips/tag/uis-service-desk