How to Use Service Hub

What do I use Service Hub for?

Service Hub is a system that students can use to request technology help from UNI’s technology team. Students create a request online to explain their technology issue and a member of Information Technology Services (ITS) will respond and help the student resolve the problem. Students can use Service Hub for any internet, device, or technology questions.

How do I create a Service Hub request?

1. Visit the Service Hub website: Service Hub - Service Desk (uni.edu)
   a. Use the link above or search “Service Hub” on UNI’s webpage
   b. Log in using your CatID and password (the same as your UNI email)

2. You can search for published help in the search bar or create a ticket for your issue by clicking the “Get IT Help” link
3. Explain the issue in the ticket.
   a. Be specific
   b. Mention the type of technology (phone, laptop, UNI computer, etc)
   c. Be sure to fill out the marked sections (Summary, Description, Phone Number, Attachments)
   d. If you have any pictures or screenshots of the problem, upload them to the attachments section
4. If you want the CIEP staff to be able to follow up about your Service Hub request, you have to give us access to the ticket. To do this, click the “Share” link on the right and share the request with ciep-assistant@uni.edu.