To log in, visit *itsm.wmich.edu*. Login credentials are your Bronco NetID and password.
Once logged in, click the **Request Catalog** button in the top left corner.
First, select the appropriate **request category** on the **left**. Next, select a **request form** on the **right**. If you are unable to find a relevant request category or form for your inquiry, please select **General Request**.
Here is an example request form. Your Name, Contact Number, Job Title, and Department fields will be automatically populated (if available). Enter any relevant information in to the remaining fields, such as your Bronco NetID, phone number, campus, building, and room number. **Required fields** are indicated by a red asterisk *. If necessary, you may also add attachments to your request (such as a screenshot) using the **Attach file** button. Once you have completed entering information for the request, click **Add request**. You will receive an email notification indicating that your request has been received.
Dear HD Customer:

This is an acknowledgement of your request. **Your Request ID is 342.** The status of the request can be tracked at https://itent-itsm.wade.wmich.edu:8443/WorkOrder.do?woMode=viewWO&woID=342.

Subject: Internet Connectivity Issue  
Category: General

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Office of Information Technology  
Western Michigan University  
www.wmich.edu/it  
Questions or concerns? Call the Help Desk at:  
(269) 387-4357, Option 1

WMU will never ask you to provide a password or other sensitive information via email.

Above is an example of the email confirmation generated by the creation of a request. If necessary, you may reply directly to this email to append any additional information to your request.

```
Could you please provide a time frame of when you were experiencing this issue? Thank you.

Request Details:
Request ID: 342  
Subject: Internet Connectivity Issue  
Category: General

View details: https://itent-itsm.wade.wmich.edu:8443/WorkOrder.do?woMode=viewWO&woID=342

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Office of Information Technology  
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(269) 387-4357, Option 1

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You may also receive an email notification indicating a reply from a technician. You can also reply directly to this email to respond to the technician and append your response to the request.

(269)387-4357  
wmich.edu/helpdesk  
helpdesk@wmich.edu
Dear HD Customer,

Request ID 342 has been closed.

Subject: Internet Connectivity Issue  
Category: General  
Resolution: This issue has been resolved. Please let us know if you have any other questions.

View details: https://itent-itsm.wade.wmich.edu:8443/WorkOrder.do?woMode=viewWO&woID=342

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Questions or concerns? Call the Help Desk at:  
(269) 387-4357, Option 1

WMU will never ask you to provide a password or other sensitive information via email.

You will also receive an email notification once your issue has been resolved. If you have any questions, you may reply directly to the message to append your reply to the request.