

16/03/2026

# End Customer Quick Reference Guide



# Portal Overview

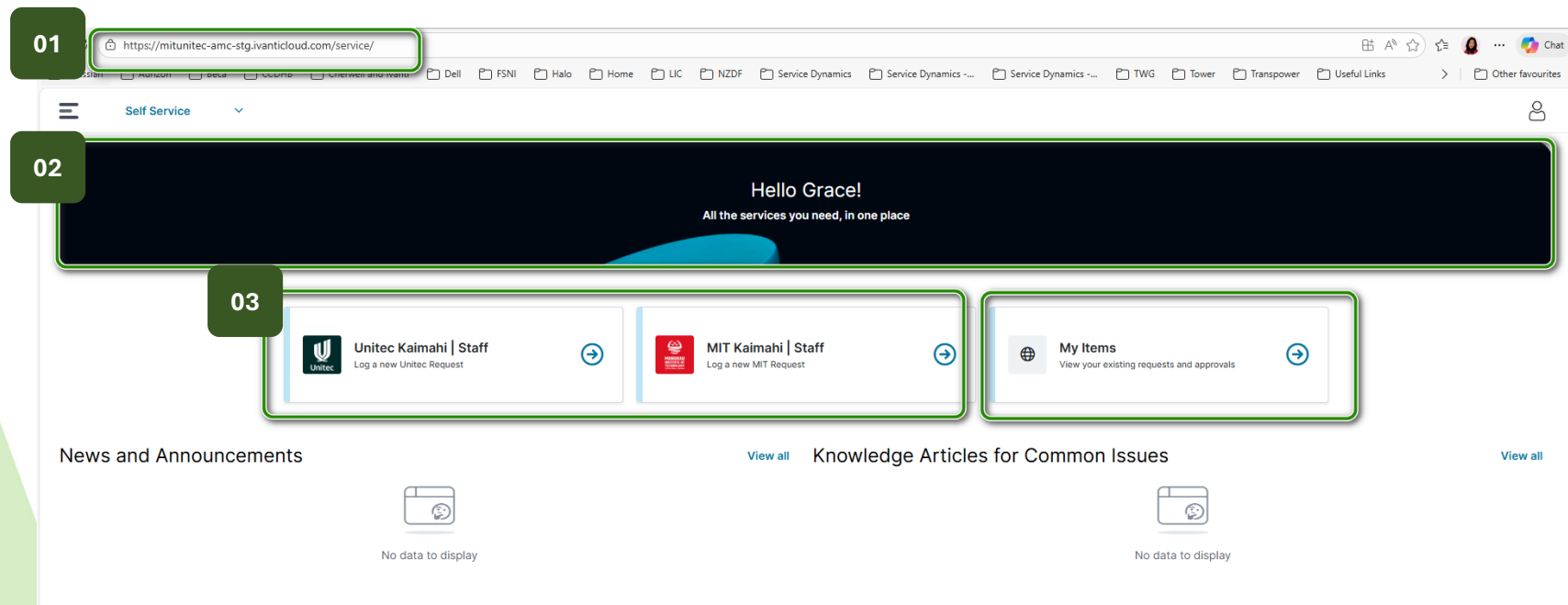
**01** Type URL - <https://mitunitec-amc.ivantcloud.com/service/>

NOTE: The screenshot shows staging URL.

**02** Represents the welcome banner

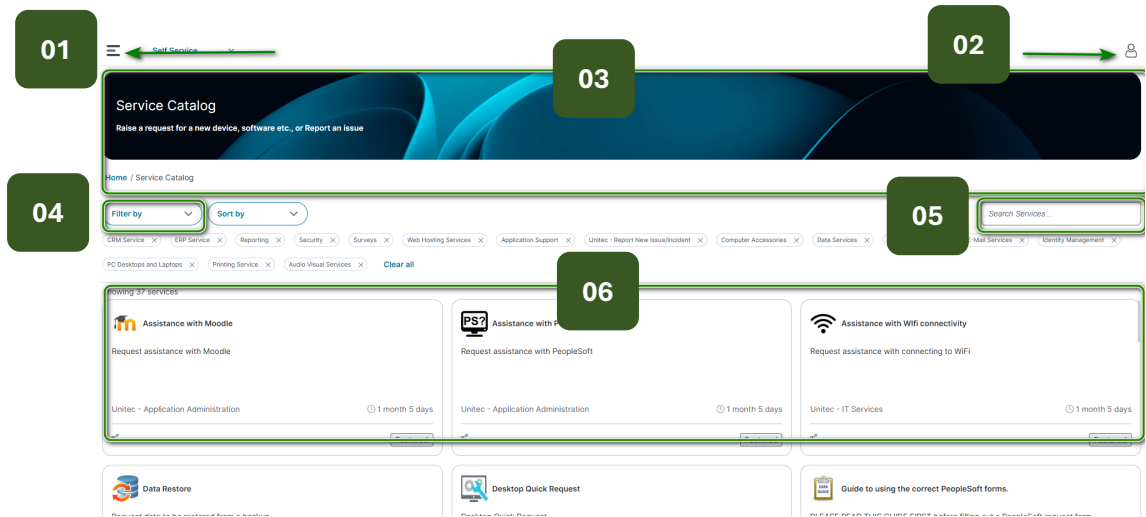
**03** Represents the tile that directs to the catalog available for Unitec and MIT employees.

**04** Provides the end customer the list of tickets they submitted for action of IT.



# Navigating the Portal

A self-service portal available to both MIT and Unitec staff has been created to allow end customers to submit requests



**01** Allows you to go back to the portal home page, or view your requested items

**02** This is your profile icon

**03** This is called the banner page

**04** filter to use to navigate through the different catalog available

**05** Search box – use this to type keywords for the catalog

**06** Catalog tiles displaying based on the filter selected

# Navigating the ticket view

- 01 Ticket title
- 02 Shows the status progress of the ticket
- 03 Allows the end customer to add notes to the ticket visible to the assigned support personnel
- 04 Shows the comments add or emails sent about the ticket.
- 05 Other ticket information

The screenshot shows a web interface for a ticket titled "#13403 : H: Drive Access Request". The interface includes a status progress bar, a notes section, and a request information panel. The callouts are as follows:

- 01: Ticket title
- 02: Shows the status progress of the ticket
- 03: Allows the end customer to add notes to the ticket visible to the assigned support personnel
- 04: Shows the comments add or emails sent about the ticket.
- 05: Other ticket information

The status progress bar shows the following stages: Draft, Submitted, In progress, Fulfilled, and Closed. The notes section contains one note: "New Service Request# 13403 assigned to your Team" dated 02/17/2026, 05:54. The request information panel displays the following details:

Request info	
Request no:	13403
Status:	Submitted
Priority:	Low
Created date:	02/17/2026, 05:54
Estimated delivery:	02/24/2026, 05:54
Last modified date:	02/17/2026, 05:54

