Accessing the MNIT Mall Online for Services and Support

Note: If your issue is urgent, critical, or something has stopped working or has interrupted your work, please call your local Service Desk first.

1. To log into the MNIT Mall online from the MNIT public website https://mn.gov/mnit/get-help/.
2. Select the Submit a Request Online button.

3. When the MNIT Mall opens, you will see a list of your Available Requests on the left side of the screen. Choose the request that best fits your need. Select Request Now to open the request form.
4. Answer the questions on the form as completely as possible. Describe clearly what you need—the more information you can provide will better help us to fulfill your request quickly. Questions marked with an asterisk* are required fields and must be answered before your request can be submitted.

5. You will receive an automated confirmation email MNIT.Mall@mnit-mail.us.onbmc.com.

6. A MNIT support analyst will follow up with you.

**How can I check the status and details of my request?**

There are three ways to check on your request or add information.

1. You can reply to initial confirmation email you received. Do not change the Subject line when replying.
2. You can contact the MNIT Service Desk by phone at 651-297-1111.
3. **The fastest and easiest way is to check it online in the MNIT Mall. Here’s how:**
   - On the main screen of the MNIT Mall, locate **My Requests** on the right side to see a list of the requests you have submitted and the current status.
   - The status will change as the request is being worked on.
   - Select **Details** in the lower right corner of the request to see the current status of your request.
• In the Details window, you can see the status of your request.
• In the Activity Log pane of the window, you can ask for an update, add more information, and attachments.
• Type your information in the field provided. You can also add up to three attachments by selecting the paper clip icon and uploading the attachment.
• Select the green plus (+) icon in the lower right corner to submit the information.