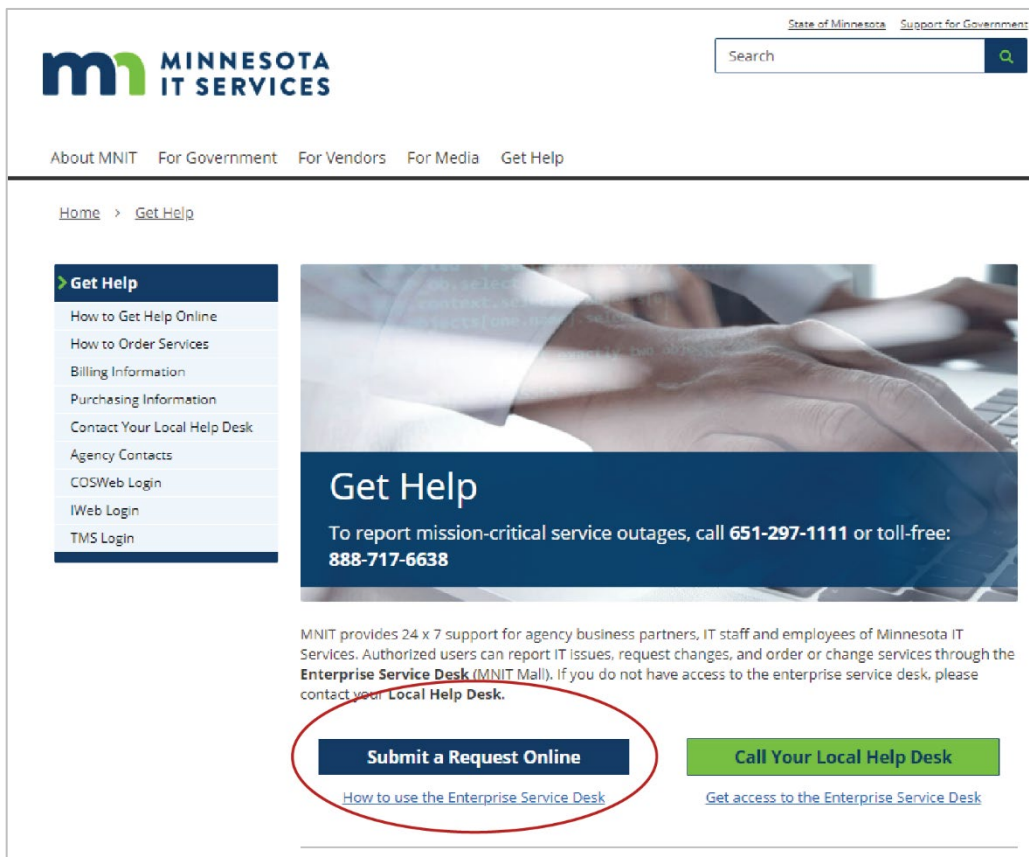


Accessing the MNIT Mall Online for Services and Support

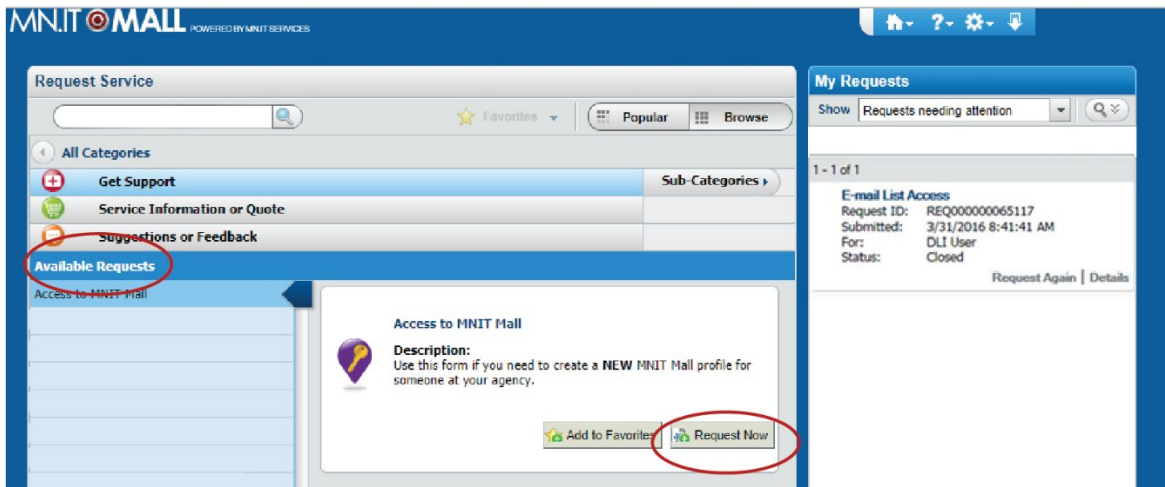
Note: If your issue is urgent, critical, or something has stopped working or has interrupted your work, please call your local Service Desk first.

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



The screenshot shows the Minnesota IT Services website. At the top, there is a search bar and navigation links for "State of Minnesota" and "Support for Government". Below the logo, there are navigation links: "About MNIT", "For Government", "For Vendors", "For Media", and "Get Help". The main content area has a breadcrumb trail "Home > Get Help". On the left, there is a "Get Help" menu with links: "How to Get Help Online", "How to Order Services", "Billing Information", "Purchasing Information", "Contact Your Local Help Desk", "Agency Contacts", "COSWeb Login", "IWeb Login", and "TMS Login". The main content area features a "Get Help" banner with the text: "To report mission-critical service outages, call 651-297-1111 or toll-free: 888-717-6638". Below the banner, there is a paragraph: "MNIT provides 24 x 7 support for agency business partners, IT staff and employees of Minnesota IT Services. Authorized users can report IT issues, request changes, and order or change services through the Enterprise Service Desk (MNIT Mall). If you do not have access to the enterprise service desk, please contact your Local Help Desk." At the bottom, there are two buttons: "Submit a Request Online" (circled in red) and "Call Your Local Help Desk". Below the "Submit a Request Online" button is a link: "How to use the Enterprise Service Desk". Below the "Call Your Local Help Desk" button is a link: "Get access to the Enterprise Service Desk".

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.

Attachments: [Three green checkmarks]

Are you requesting this on behalf of someone else? No Yes

Is this to report something broken? No Yes

Asset tag # (if known)

Cube/Office Location (what floor)*

Request Type*

Please be as descriptive as possible*

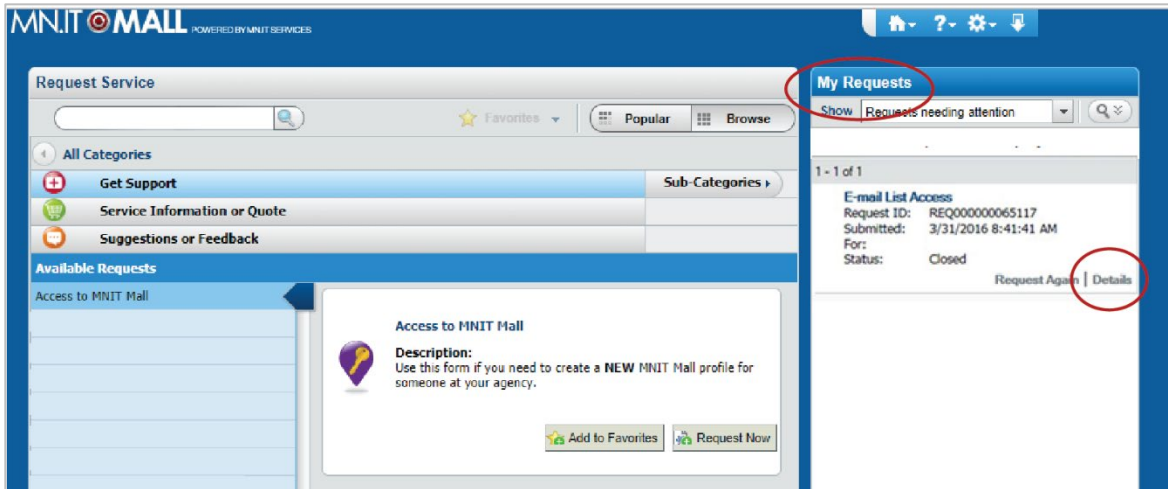
Submit

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.

