


How to submit a request for IT support if you don't have a UBC account?

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On **November 2, 2020**, with the launch of Workday, UBC IT Okanagan moved our online helpdesk (helpdesk.ok.ubc.ca/itmdb) to the [UBC Self-Service Portal](#) along with the Integrated Services Centre. This makes it easier for staff and faculty in the Okanagan, and across UBC, to access a variety of UBC support services from a single website: **ubc.service-now.com**.

However to use the Self-Service Portal you must have a UBC Campus Wide Login (CWL) ID and password and be a paid UBC employee.

If you are a student, contractor, have a guest CWL or a sponsored CWL account you will not be able to use the Self-Service Portal to request IT support and services.

 Instead you can use this form which is available to everyone including alumni, former employees, and guests:

<https://web.it.ubc.ca/forms/isf/>

For more information or assistance, please contact the [ITServices Helpdesk](#) - 250.807.9000 or 855.807.9001.

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