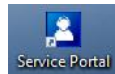




## Submitting an electronic AASHTOWare Project incident request via Service Portal ticket system

1. Users can [click here](#), log in, and skip to step 6 or continue to step 2.
2. Click on the Service Portal icon (NDOT employees).
  - a. Or click here: <https://serviceportal.ne.gov/>
  - b. This will open a browser window.
3. If prompted, login using your STN credentials (NDOT employees this is your email account/password, do not put the "@nebraska.gov" in the username)



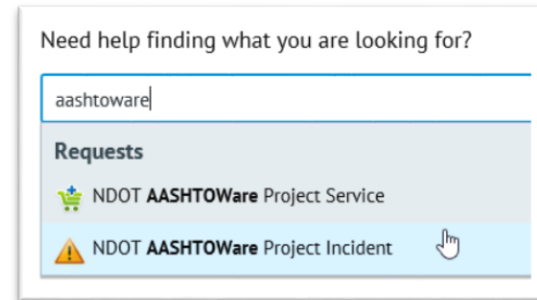
State of Nebraska Service Portal

Username  
tyler.carlson

Password  
.....

Login

4. Navigate to "Service Catalog"  **SERVICE CATALOG**
5. Locate AASHTOWare Project incident request offering using the search at the top of this page



6. Complete the form providing the necessary information, adding any attachments.
7. Click **Save** when finished.

## Helpful information when submitting help request

- The DOR # (or CON #, if external) of the user with the issue.
- Contract ID (if applicable)
- Describe the problem or request