

# NEW IT Support System

## Web Portal Ticketing Quick Guide



Visit me from  
**The Ocean View**  
or at

<https://theoceanac.samanage.com>

You can put in an IT ticket on the web from a PC, phone, or tablet. Visit Shelly using the websites above and log in with your Ocean username and password.



 Incidents or Service Requests

 Password Resets

 Track Your Tickets

 Software Access

 Broken IT Equipment

 Event Setup

 New IT Equipment Requests

 IT Equipment Moves

 ANY Other IT Issues