

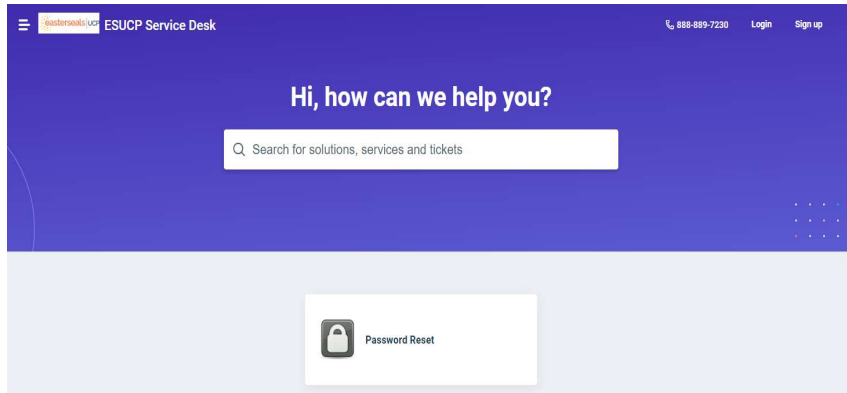
**Topic:** Service Desk Ticketing Portal Log in Instructions

**Description:** This document provides step by step instruction on how to access the Service Desk ticketing Portal.

**Technical Requirements:** Internet access

## Service Desk/Freshservice Portal Log in Instructions

Open a web browser and go to <https://eastersealsucp.freshservice.com> and select “Login”.



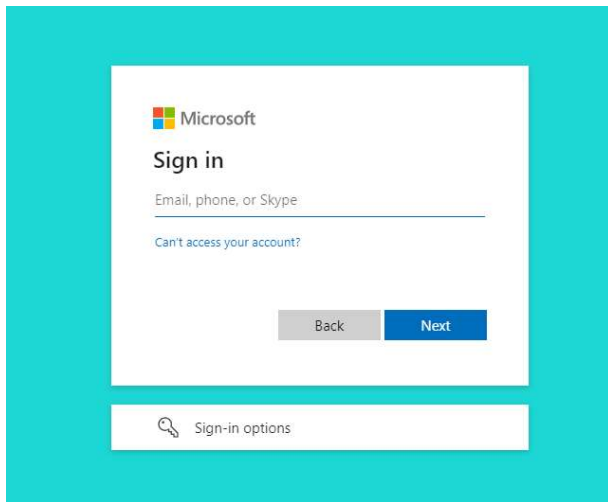
Next select the respective Single Sign On based on your email address domain.

Ex: [Jane.Doe@eastersealsucp.com](mailto:Jane.Doe@eastersealsucp.com) = Easterseals UCP SSO;

[jdoe@porthealth.org](mailto:jdoe@porthealth.org) = Port Health SSO

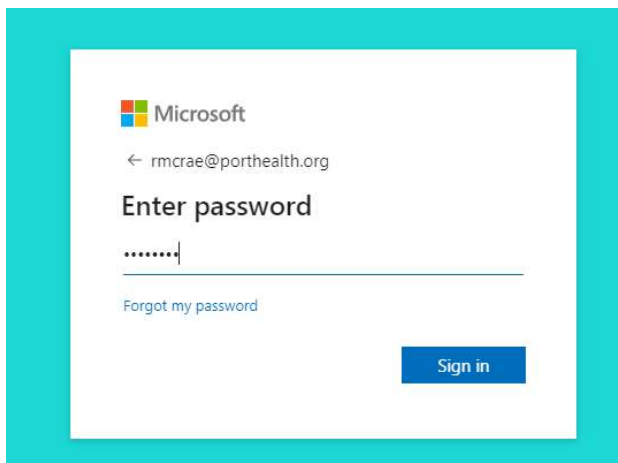


Enter your email address:



The image shows a Microsoft sign-in screen. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. Underneath, there is a text input field with the placeholder text "Email, phone, or Skype". Below the input field is a link that says "Can't access your account?". At the bottom of the main content area, there are two buttons: a grey "Back" button and a blue "Next" button. Below the main content area, there is a white bar with a magnifying glass icon and the text "Sign-in options".

Enter your password:

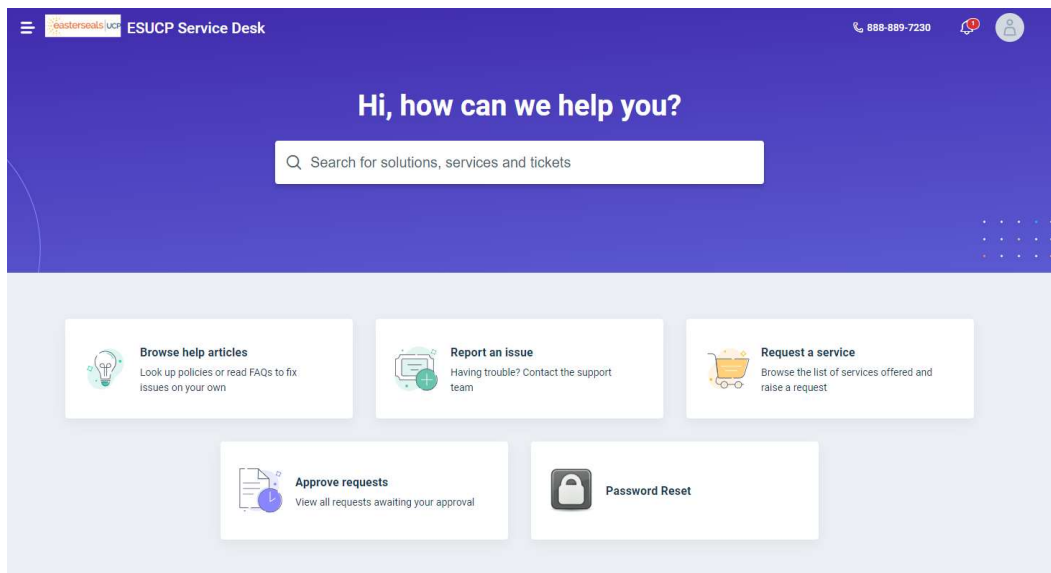


The image shows a Microsoft "Enter password" screen. At the top left is the Microsoft logo. Below it, there is a back arrow and the email address "rmcrae@porthealth.org". The main heading is "Enter password". Below this is a password input field with a series of dots and a cursor. Underneath the input field is a link that says "Forgot my password?". At the bottom right of the main content area, there is a blue "Sign in" button.

Select Yes:



You have successfully logged in:



If you have any questions or concerns, please feel free to contact the Service Desk via email at [servicedesk@eastersealsucp.com](mailto:servicedesk@eastersealsucp.com) or phone at 1888-889-7230.