

How Will the Portal Make My Life Easier?

We recognize that IT issues can slow you down. This new portal will allow us to receive & address your request faster! And, allow you to stay up to speed on the progress we're making on your request.

How Do I Use the Portal?

Using the portal is easy as 1-2-3 !

- 1- Go to: <http://albahelpdesk:9675/portal> (available only from inside ALBA)
- 2- Enter your email address **username** & **password** to log in.
- 3- Explain your request & click "Submit"

And voila, your issue is submitted! You can even check the status of your previous requests.

What if My Internet/Intranet is Down?

Simply email your request to ithelpdesk@alba.edu.lb and a new ticket will be open automatically!

Or call us on our extensions: 135, 204, 205

What if I have Further Questions?

As always, we're here to help! Contact us at itservices@alba.edu.lb