How to use the new Self Service Portal to request IT services.

Open a web browser (Firefox, IE, or Chrome) and go to the page https://help.hhdev.psu.edu.

Log in using your HHDEV Account. This is the same account you use to log into your computer. Make sure that the “log on to” box is set to “hhdev.psu.edu”

The first time you log on to the system you will need to verify your contact information is correct. To do this click on the “My Details” tab at the top of the screen.
Verify or complete the contact information. The only fields that are required are **Name**, **E-Mail**, **Phone**, and **Department**. It is your choice if you want to provide a mobile number. When finished click on the “Update Details” button.
To Request IT Service:

Click on the “Submit your request” link in the top middle of the page.