Wits ICT ISM
Mobile Application
Ivanti Service Management
## Wits ICT ISM - on your Mobile Phone

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Apple/IOS - Go to your App Store.

- In the App Store, search for **Ivanti Service Manager**
- Install the application on your phone.
Apple/IOS - Insert the Tenant URL.

• When you open the Ivanti Service Manager you will be prompted for the Tenant URL
• Tenant URL = https://witshelp-ism.saasiteu.com/
• Press Continue
Android - Go to your Play Store.

- In the App Store, search for Ivanti Service Manager
- Install the application on your phone.
Android - Insert the Tenant URL.

- When you open the Ivanti Service Manager you will be prompted for the Tenant URL
- Tenant URL = https://witshelp-ism.saasiteu.com/
- Press Continue
Log in with your Staff No and Password
To log a ticket - 1

- Select the Service Catalog
To log a ticket - 2

- Select New Ticket
To log a ticket - 3

- Select New Ticket
To log a ticket - 4

• Select Request
To log a ticket - 5

- Insert the details and Review and Submit
To log a ticket - 6

- Check and Submit

* Summary:
Login failing for my email

* Description:
Please help reset my password

Attachment:

Submit  Edit  Cancel
To log a ticket - 7

• Your ticket will be submitted and you will receive an acknowledgement email.
• You can also go and view your tickets from here
To view your tickets

• You can view your tickets from here