Tech Center
Guide for the Requester

1. To login, go to https://techcenter.armstrong.edu/. Enter your Port login information and select “Login”.

   Example Port Username:
   Students: la1234 (first name initial, last name initial, plus 4 – digit random number)
   Employees: greenema (6 letters of last name plus two letters of first name)

2. There are three different ways to create a ticket.
   1) Select “New Issue” button.

   2) Select “Submit your request.”

   3) Select the Requests tab, then select “New Request” button.
3. To create a ticket, enter the subject and a detailed description of your request. Also include a good contact number for you to be reached at. If you know the category or subcategory of your request, you can select it or you may leave it blank.

4. Select “Add request”.
5. You will be prompted to this screen where you can select different tabs to view the request, resolution, and history.
6. To view a list of requests, select the “Requests” tab at the top of the page. Then “Filter” by the request category

7. You can view the status of your request by looking under the “Status” area of the request.