



What Will You

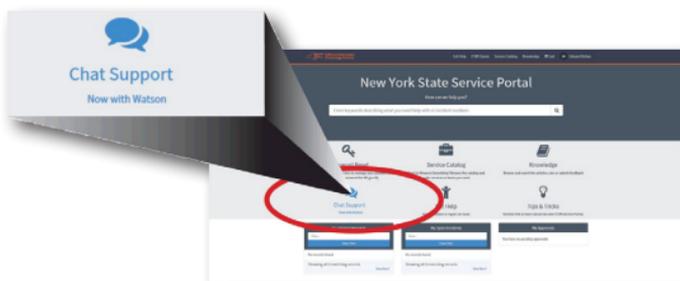
Ask Watson Chat?

For fast and easy answers to your Office 365, Outlook 2016, Excel 2016, RSA SecurID, Mobile Device, and SLMS questions!

When you have questions Watson Chat offers you the fastest route to the answers you need!

Here's How!

1. Access your ITSM Service Now account.
2. Select "Self-Service Portal" from the sidebar menu.



3. Click on "Chat Support Now with Watson" to ask your questions.

4. Provide feedback.



5. The ITS Service Desk is a click away via online chat!

It's that easy!

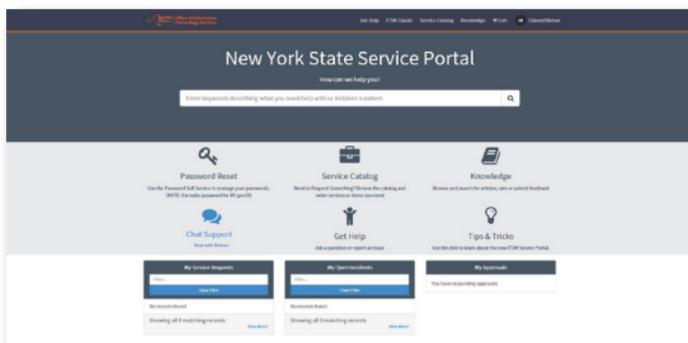
**Available
Now!**

Ask Watson Chat

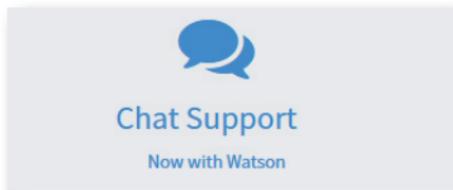
when you need answers to your Office 365, Outlook, RSA SecurID and SLMS questions! Watson Chat offers you the fastest route to answers to your common questions regarding ITS most common software!

Here's How!

1. Access your ITSM Service Now account.
2. Select "Self Service Portal" from the sidebar menu.



3. Click on "Chat Support Now with Watson" to ask your questions.



4. Provide user feedback by clicking on the appropriate icon.



5. If you don't obtain a satisfactory answer from Watson Chat, click to connect with an ITS Service Desk Representative using online chat!

It's that easy!

ITS Service Desk
Phone: 844-891-1786
Email: Fixit@its.ny.gov
Online Chat: <https://chat.its.ny.gov>

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