



New Web Interface for the NIH IT Service Desk and Improved Mobile Access

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The NIH Center for Information Technology (CIT) updated the [online interface for the NIH IT Service Desk](#). The new interface has a friendlier look and feel and provides improved navigation and security for users. The updated site is also designed to deliver customer requests more quickly to the appropriate technical teams and to minimize downtime.

In addition, visitors to the site now have easy access to support materials, including a user's guide, quick reference card, and video instructions. The changes made during the development now make it easier to deploy upgrades in the future, which will help ensure users have access to the latest features and functions.

Additionally, CIT improved mobile access to service desk features. Mobile device users can now submit tickets and access the [knowledge base](#) using the Web at Work app on their MobileIron-enrolled mobile devices. To learn more about mobile access, see the [MobileIron frequently asked questions](#), or submit a ticket to the service desk using the options under [Mobile Devices Support](#).