

1. Go to: <https://osuitsm.service-now.com/selfservice/#/> and sign using your **Name.#**
2. Click on “Order Services”

OSU.EDU

THE OHIO STATE UNIVERSITY

HOME

Need some help?

CURRENT TICKETS 0

No Tickets

TO DO LIST 0

Nothing to do!

OSU.EDU

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ORDER SERVICES

3. Go to “Messaging & Collaboration Services”

OSU.EDU

THE OHIO STATE UNIVERSITY

ORDER SERVICES

Get Help

Order Services

My Tickets

My Tech

To Dos

Apps

MORE

Feedback

Service Catalog

System Status

Notifications

My Profile

Access Management	Account & ID Management Services
Client Computing Services	Common Requests
Data Center Services	DNS Services
Hosted Services	Instructional Technology Services
Integration Services	IT Security Services
Media Services	Messaging & Collaboration Services
Network Services	On Boarding Services
Software Services	Unified Communications
Video Services	Voice Services

4. Look for University Email Service – Organizational Account Request (9th in the list)”

[UNIVERSITY E-MAIL SERVICE - ORGANIZATIONAL ACCOUNT REQUEST](#)

University E-mail Services - Organizational Account Request

Messaging & Collaboration Services

5. Complete the following form and click next:

Organizational Account Creation

General Information

General Information

* Please enter the desired Organizational account name

Account Owner

 ⓘ

* Alternate Account Owner

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Users that should have full and send as access to the Organizational account

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A sponsored student's "S" account (name.#s) that should have full and send as access to the Organizational account

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• bernard.220

6. If this is confusing, click on the "chat bubbles" button and an agent can help you during business hours.

Help BuckeyeLink Map Find People Webmail Search Ohio State

i 🔔 🛒 Knowledge Search... 🔍 

Chat

Service Desk Chat

Access the chat tool by entering your OSU username (name.#) or your full name, then click on the "Start Chat" button.

Chat Hours
The IT Service Desk offers 24 hour support, seven days a week for our inbound contact channels here, as well as through 8help@osu.edu and 614-688-4357 (8-HELP).

Walk-in Locations:
[Locations](#)
Email: 8help@osu.edu
Phone: 614-688-HELP (4357)