

UniversITy Service Catalogue – User Guide

Introduction

U of T [Information Technology Services \(ITS\)](#) completed a full review and update of the UniversITy Service Catalogue (USC), an online directory where University of Toronto staff, faculty and students can find IT programs and services provided by ITS:

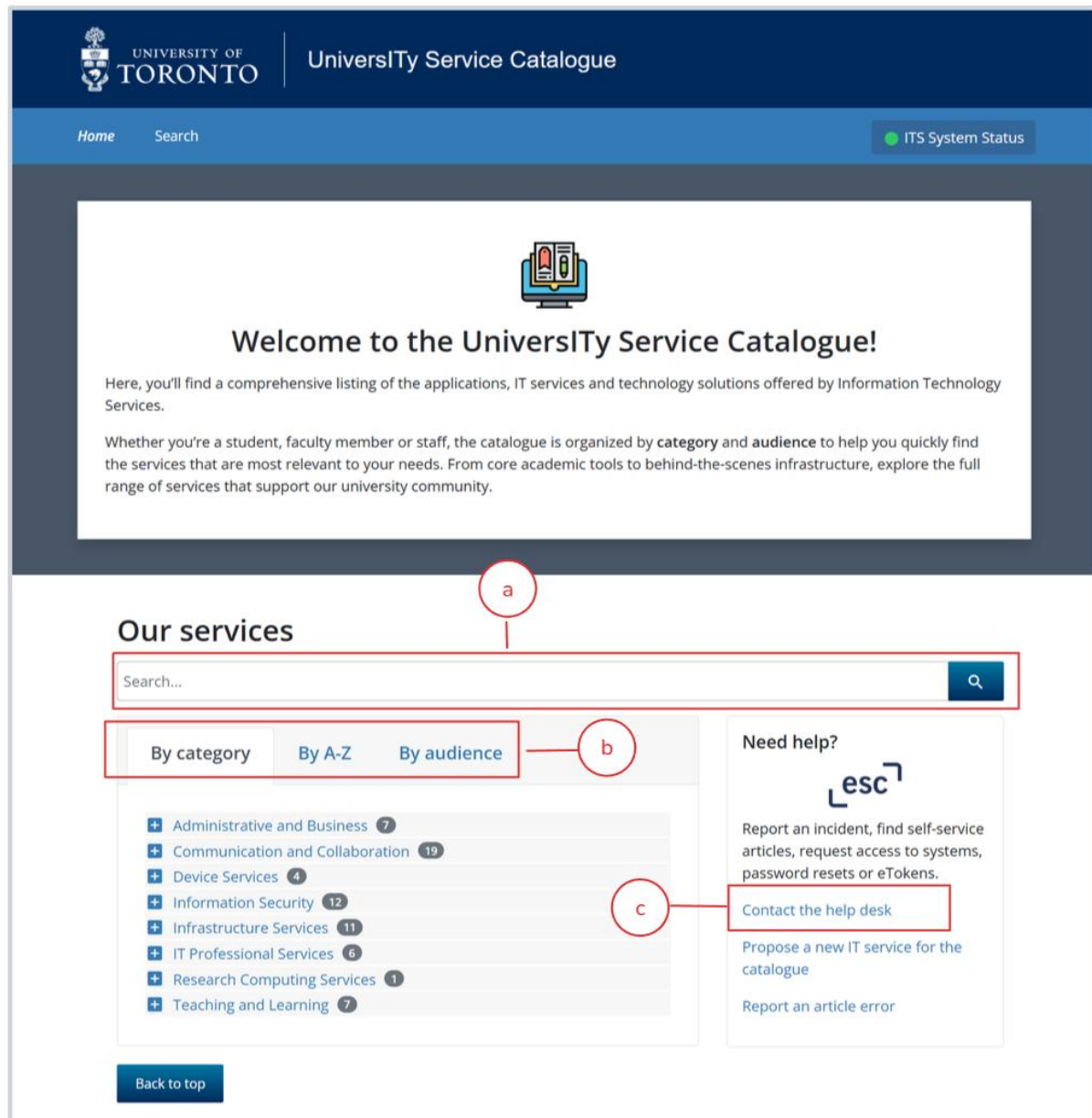
<https://usc.utoronto.ca/>

ITS has improved how service information is managed. Content is now clearly organized, regularly updated by service owners, and easier to search—so we can quickly find what we need with more confidence.

These updates also prepare ITS for future service management in ServiceNow, part of the IT@UofT Strategic Plan.

Getting Started

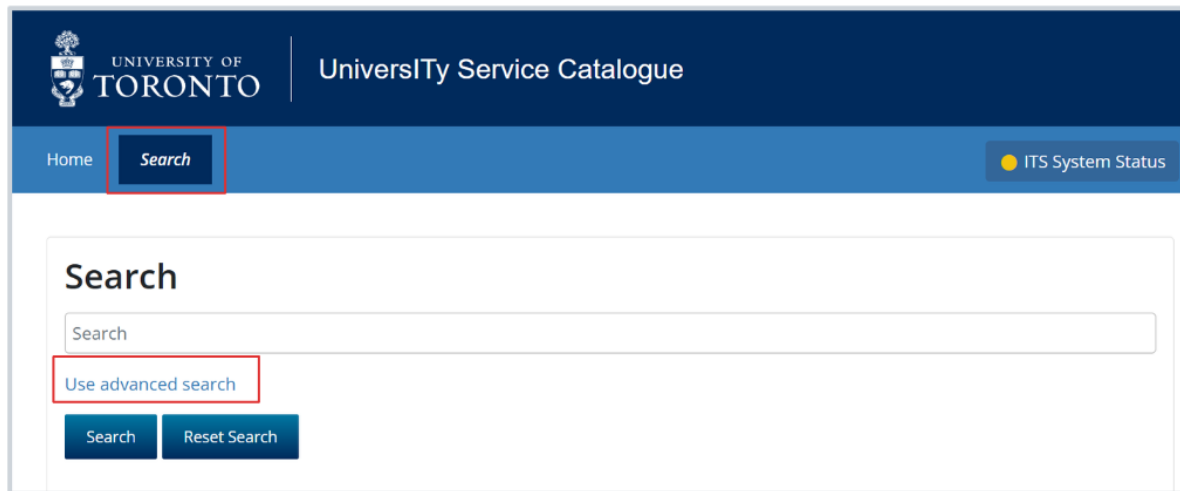
1. Visit <https://usc.utoronto.ca/>
2. Scroll to the lower portion of the homepage:
 - a. Use the search bar to look up information by keywords.
 - b. Browse information by category, alphabetical order, or audience.
 - c. Contact the help desk if you have a specific request.



Advanced Search

If you prefer a more filtered search, you can access the advanced search page.

1. Scroll to the top of the home page and select **Search** from the global navigation menu and select **Use advanced search**.



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Home **Search** ITS System Status

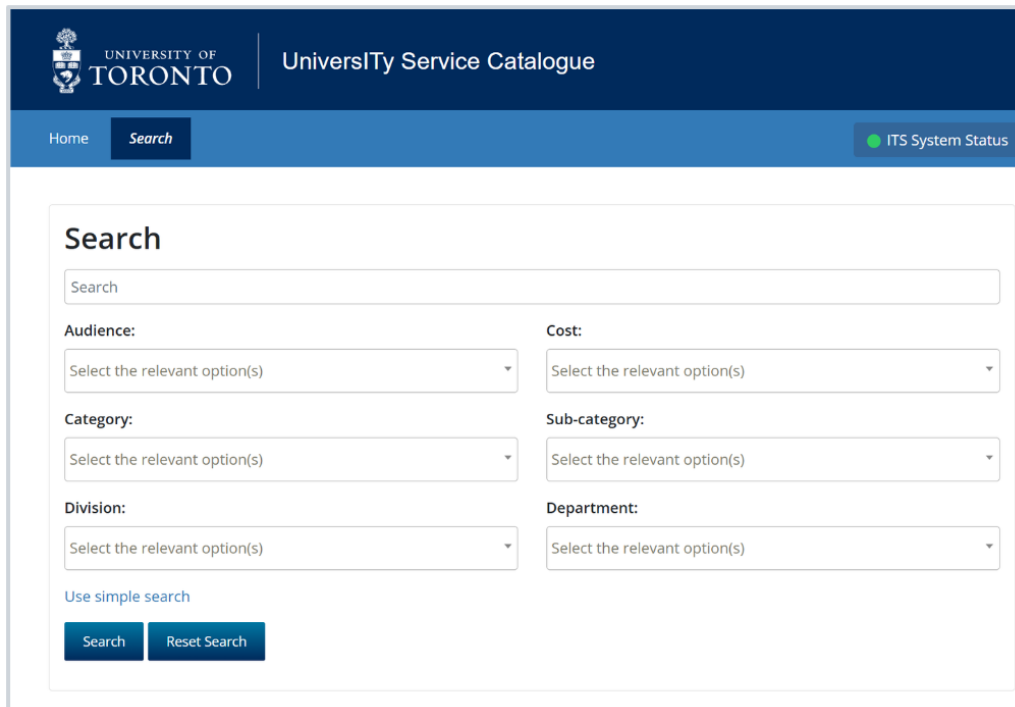
Search

Search

Use advanced search

Search Reset Search

2. Apply filters to help streamline your search results.



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Home **Search** ITS System Status

Search

Search

Audience: Select the relevant option(s) ▼

Cost: Select the relevant option(s) ▼

Category: Select the relevant option(s) ▼

Sub-category: Select the relevant option(s) ▼

Division: Select the relevant option(s) ▼

Department: Select the relevant option(s) ▼

Use simple search

Search Reset Search

Reviewing Search Results – Workflow Example

Let's say you're preparing to teach a class and need details about Quercus. Here's how to quickly find what you need:

1. Search for "Quercus"
 - Type "Quercus" into the search bar and click Search (🔍). A list of relevant articles will appear.
2. Select a relevant article.
 - Browse the results and choose the article that best matches your needs. Each article includes helpful information and links to related resources.
3. Review Key Service Details
 - Scroll to the bottom of the article page to find important service metadata and a link to the website of the service in question.

SERVICE CATEGORY:	Teaching and Learning > Academic Technology and Support	Service website Quercus - Home
SERVICE RUN BY:	Office of the Chief Information Officer > Academic, Research & Collaborative technologies	
SERVICE FOR:	faculty, staff, student	
SERVICE CHARGES:	none	
LIFECYCLE STATUS:	in operation	
STANDARD AVAILABILITY:	24x7	
SCHEDULED DOWNTIME:	Scheduled As Needed	

Back to catalogue

Need help?
[Enterprise Service Centre](#)
[Propose a new IT service for the catalogue](#)
[Report an article error](#)

Submit a Ticket (If Needed)

At the bottom of the article page, you'll find a quick link to the **Enterprise Service Centre ticket system**. When accessed from the article page, the ticket form is **pre-filled with relevant information**, making it easier to submit a request or report an issue.


Service website
[Quercus - Home](#)

Need help?

Enterprise Service Centre

[Propose a new IT service for the catalogue](#)

[Report an article error](#)




Get Help 


Report a problem or ask a question.


If you want to report a problem, or ask a question then you're in the right place. Please provide as much detail as possible.
Need something else? Search or browse the [Service Catalogue](#).

* Indicates required

* To submit this incident for yourself, leave your own name in the box. If you would like to submit this incident on behalf of another person, search for the person's name, verify that the email address is correct, and input the person in the box.

 Hazel Hay  

Quick Links 

Use these Quick Links to auto-fill the drop-down fields below. If you do not see a Quick Link for the issue you're experiencing, please manually select values for the drop-down fields below. 

Access to Administrative Management Systems (AMS)

Email/Outlook

Employee Self-Service (ESS)

UTime

SharePoint Online

Teams

* Please indicate the area in which you are experiencing an issue:

Teaching and Learning (Including Course Evaluations, Quercus) 