Basic Layout:

The key parts of the standard TOPdesk workspace are as shown below:

The areas/items labeled in the picture (default layout) are:

A. **Search Bar** – From here you can search the knowledge base.
B. **My Requests** – Clicking on this tile will give you a list of your incidents, and requests.
C. **AskTom** – Search the knowledge base for answers in our knowledge base to your questions.
D. **Student-specific related ticket categories –** Choose from various categories to request help (Registrar, Scholarship Office, Financial Aid, and University Student Business Services).
E. **Requests –** Requests available from the tile categories for students, faculty, and staff.
F. **Broad Service Disruption -** Here you can look to see if there are outages affected people or systems.
G. **News** – Messages about planned maintenances at the UofM.

Log out drop-down button – Allows you to log out of system.