



This how-to guide demonstrates how the public can submit a request to the Wake County GIS IT Helpdesk. If you need assistance beyond what is in this guide, you may contact Wake County GIS at 919-856-6370.

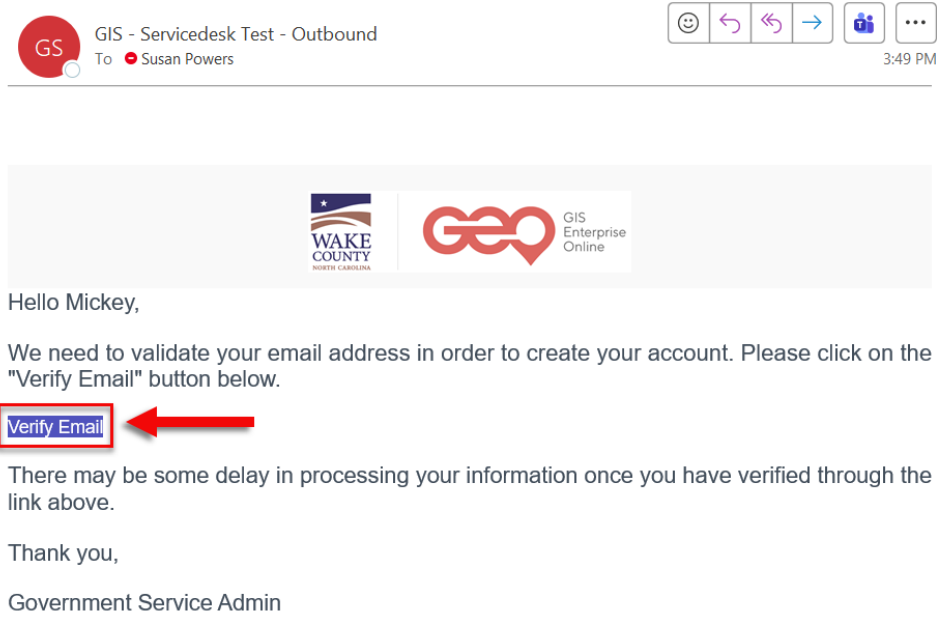
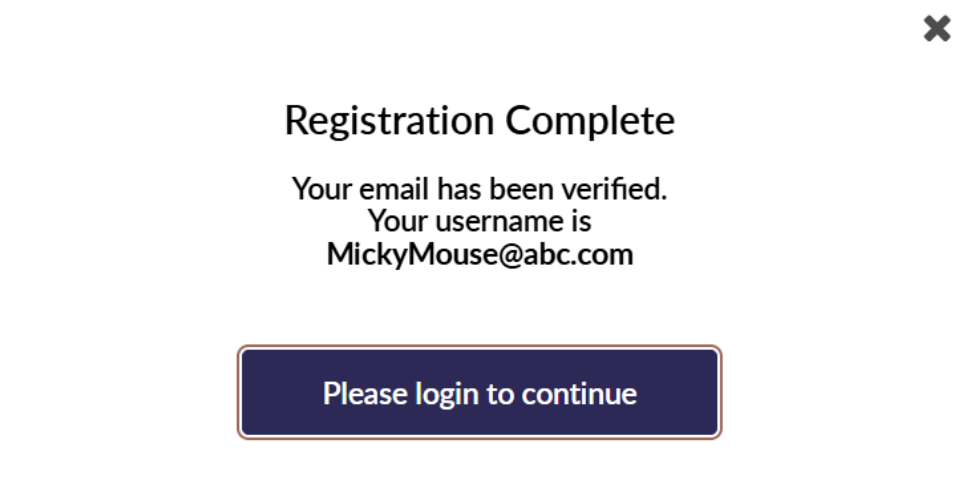
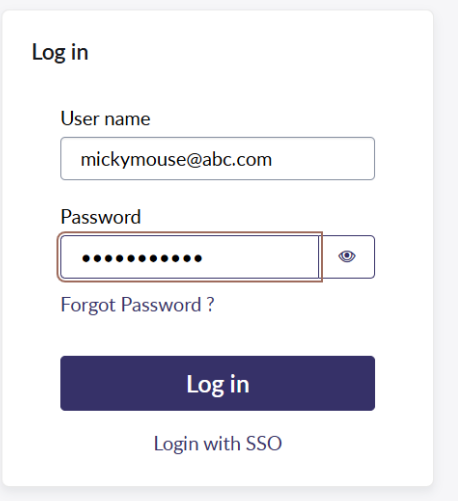
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How to Create an Account with the GIS IT Helpdesk

1.	Go to https://wakenc.service-now.com/gsp and click Create Account at the top-left corner of the screen.	
2.	Click As a customer .	

3.	Complete the required fields: • Email address • First Name • Last Name • Phone Number (optional) Note: although entering a phone# is optional, you will need to provide a phone number when you create a ticket Create a password, enter it in the Password field and then re-enter it in the Confirm Password field. Click the I'm not a robot box (you will be prompted to answer a CAPTCHA quiz) and agree to the Privacy Policy and Customer Services Terms and Conditions. Lastly, click Sign Up.	Sign Up * Indicates required fields * Email Address MickyMouse@abc.com ✓ * First Name Mickey ✓ * Last Name Mouse ✓ Phone Number (Optional) 9195551234 ✓ * Password •••••••• ✓ * Confirm Password •••••••• ✓ ✓ I'm not a robot This site is exceeding reCAPTCHA Enterprise free quota reCAPTCHA ☒ I agree to the Privacy Policy and the Customer Service Terms and Conditions Sign Up Already have an account? Your password requires: • Minimum 8 characters • Maximum 100 characters • At least 1 lowercase letter(s) • At least 1 uppercase letter(s) • At least 1 digit(s) • At least 1 special character(s) • No repetitions more than 3 character(s) • No sequence more than 3 character(s) • No user data like first name, last name, username, and company name
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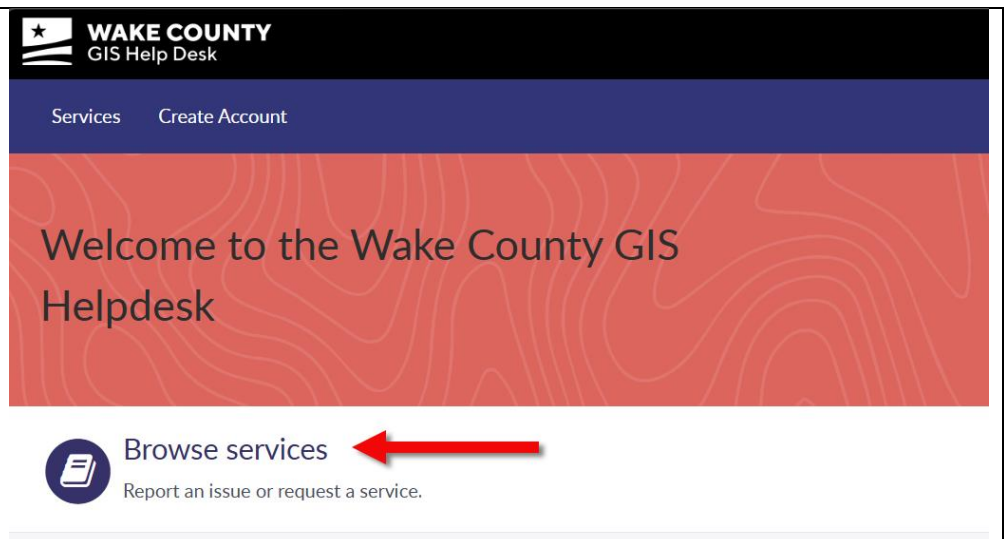
4.	Open the email you receive and click the Verify Email link.	 GS - Servicedesk Test - Outbound To: Susan Powers 3:49 PM WAKE COUNTY NORTH CAROLINA GIS Enterprise Online Hello Mickey, We need to validate your email address in order to create your account. Please click on the "Verify Email" button below. Verify Email There may be some delay in processing your information once you have verified through the link above. Thank you, Government Service Admin
5.	Click Please login to continue.	 Registration Complete Your email has been verified. Your username is MickyMouse@abc.com Please login to continue
6.	Enter the user name and password you just created and click Log in.	 Log in User name mickymouse@abc.com Password Forgot Password ? Log in Login with SSO

~ End Process ~

How to Submit a Request with the GIS IT Helpdesk If You Do Not Have an Account

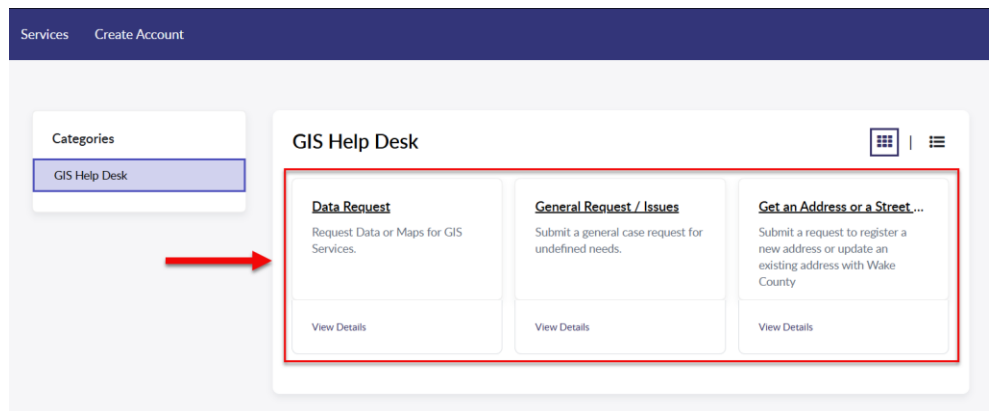
To use the Wake County GIS Helpdesk portal to submit a request without an account, following the steps below.

Go to <https://wakenc.service-now.com/gsp> and click **Browse services**.



Select the option for the type of support you need:

- **Data Request** to request data or maps for GIS services
- **General Request / Issues** to submit a general case request for undefined needs
- **Get an Address or a Street Name** to submit a request to register a new address or update an existing address with Wake County



Complete the request form and then click **Submit**.

Fields with an asterisk (*) are required.

You can use the **Add Attachment** button to include any supporting documentation you have.

Services Your cases

Home > Government Service > GIS Help Desk > General Request / Issues

Search Catalog

General Request / Issues

Submit a general case request for undefined needs.

*Request Category
General

*Request Name
Information Request

*Requested For
Susan Powers

*Email
Susan.Powers@wake.gov

*Phone Number
(919) 856-7076

Additional Requestors / Alternate Contact

*Detailed Description
Is there any training available for iMAPS?

Add attachments

Submit

You will see confirmation that your request was submitted including a request number.

You will also receive an email with this information.

Ticket details

Your request has been submitted

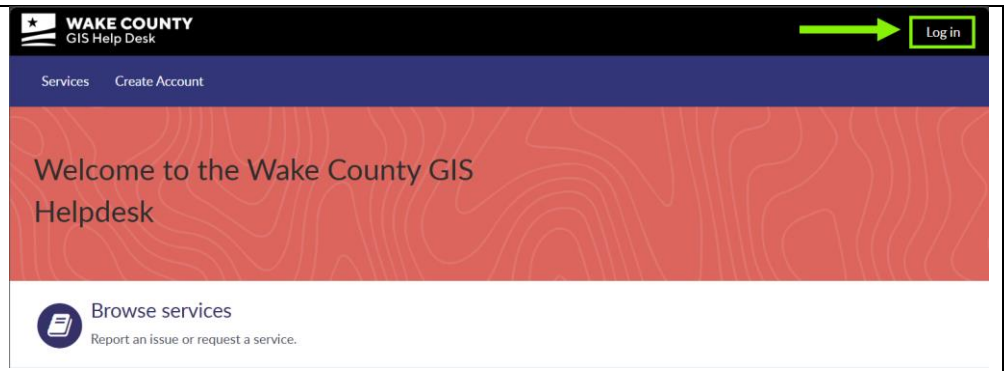
Thank you for submitting a request on 2026-05-27 15:20:30, here is the request number for future references: GISCS0002242.
An email should have been received with the case details

~ End Process ~

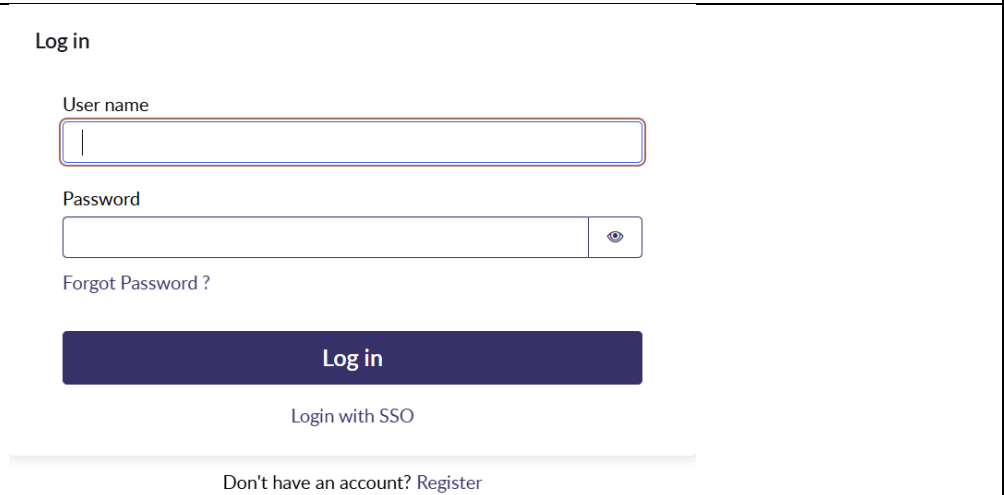
How to Submit a Request to the GIS IT Helpdesk if You Have an Account

To use the Wake County GIS Helpdesk portal to submit a request and you have already created an account, follow the steps below.

Go to <https://wakenc.service-now.com/gsp> and click **Log in** at the top-right corner of the screen.

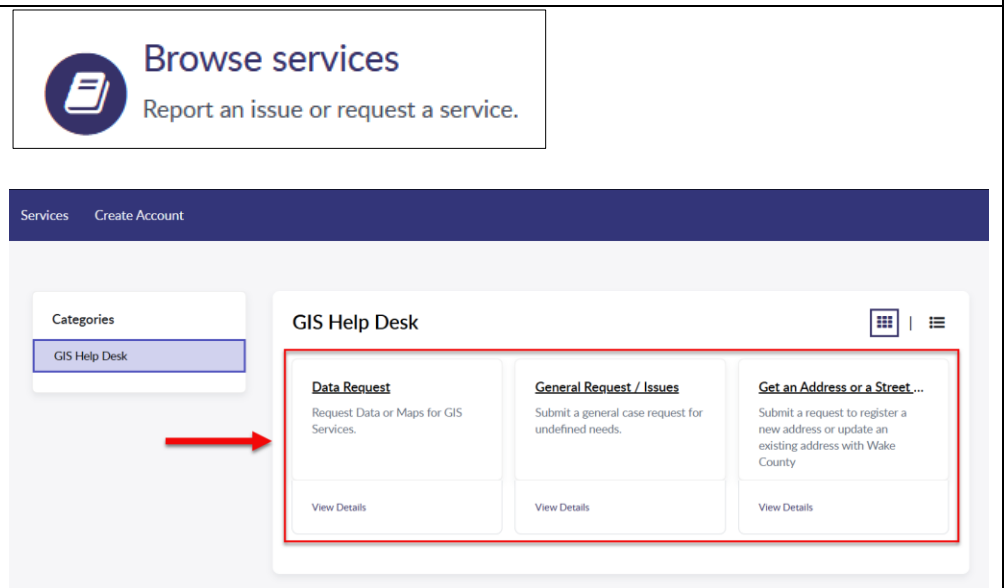


Enter the email address and password that you used when you created your account and click **Log in**.



Click **Browse services** and then select the option for the type of support you need:

- **Data Request** to request data or maps for GIS services
- **General Request / Issues** to submit a general case request for undefined needs
- **Get an Address or a Street Name** to submit a request to register a new address or update an existing address with Wake County



Complete the request form and then click **Submit**.

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You can use the **Add Attachment** button to include any supporting documentation you have.

Services Your cases

Home > Government Service > GIS Help Desk > General Request / Issues

Search Catalog

General Request / Issues
Submit a general case request for undefined needs.

* Request Category
General

* Request Name
Information Request

* Requested For
Susan Powers

* Email
Susan.Powers@wake.gov

* Phone Number
(919) 856-7076

Additional Requestors / Alternate Contact

* Detailed Description
Is there any training available for iMAPS?

Add attachments

Submit

After submitting the form you will see the case number created for you along with the pertinent information.

Note: You will also receive an email your case number and a link to the ticket within the help desk portal.

Home > Ticket Form

Search

General Case Request

Type your message here... Send

PL Penny Lane
2026-05-21 16:15:12
GIS Service desk attachment testing.docx
13.0 KB

PL Penny Lane
2026-05-21 16:17:33
GISCS0002215 Created

Start

Your request has been submitted

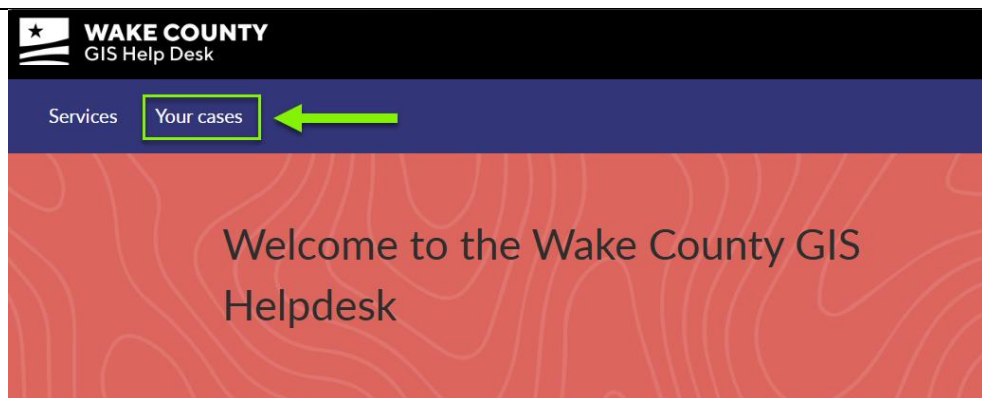
Number GISCS0002215
State New
Priority 4 - Low

Attachments

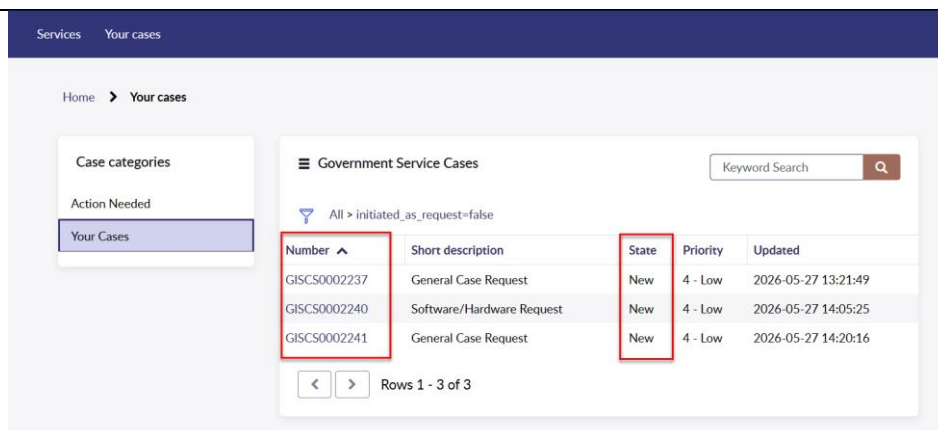
GIS Service desk attachment testing.docx (13 KB) 3m ago

Track a GIS Helpdesk Request

Log into the [GIS IT Helpdesk portal](#) and click on **Your cases**.

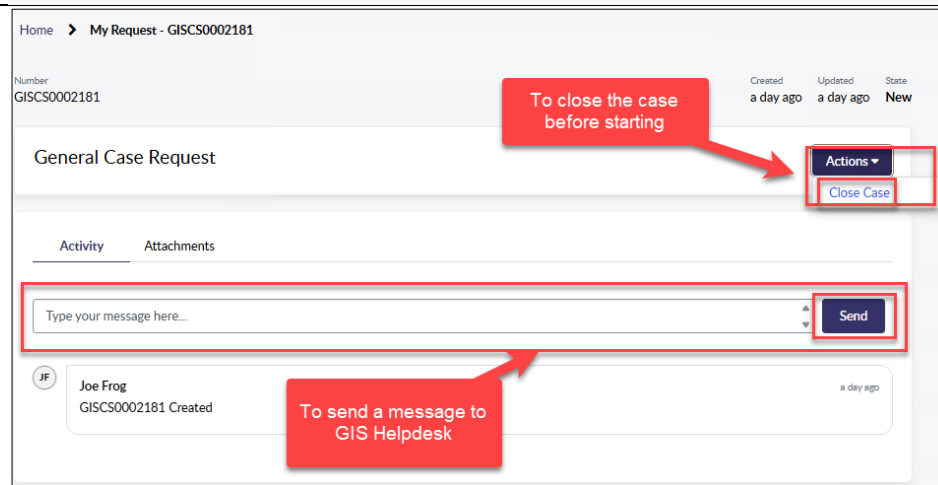


Your cases will be displayed. Each will include the current State (status) and a hyperlinked case number, which you can click to view more information.



When a case's State is *New* or *Open*, but not *In Progress*, you can cancel the request which closes it.

You can also use the message field to send a message to the GIS IT Helpdesk support team.



When a case is *Resolved*, you will receive an email notifying you that it has been resolved.



You will have the option to **Accept** the solution which closes the case or **Reject** the solution which will reopen the case. Use the message field to communicate with the GIS IT Helpdesk support team if needed (if you reject the solution, use the message field to explain why).

If you take no action, the case will automatically close in 10 days.

Home > My Request - GISCS0002181

Number: GISCS0002181

Created: a day ago Updated: 1m ago State: Resolved

General Case Request

Actions
Accept Solution
Reject Solution

Activity Attachments

Type your message here... **Send**

DP Dave Plafker
Provided information to user
1m ago • Additional comments

JF Joe Frog
GISCS0002181 Created
a day ago

~ End Process ~