What do I do if I have problems logging into the OneIT projects Portal the first time?

Tell Me

1. New users logging in for the first time need to follow the process for New Users outlined in the following FAQ:
   a. How do I login to IT Projects Portal software (OneIT Smartsheets)?
2. The process for New Users is only required for the first time logging in. After the initial login, use the process for Returning Users found at the bottom of the same FAQ.

Related FAQs

- What do the different OneIT project types mean?
- What is IT Governance?
- How can requesters get updates on approved projects?
- What notifications will OneIT project requesters receive from the OneIT Project Portal (powered by Smartsheet)? When will they receive these notifications?
- What do the different project request statuses mean?