

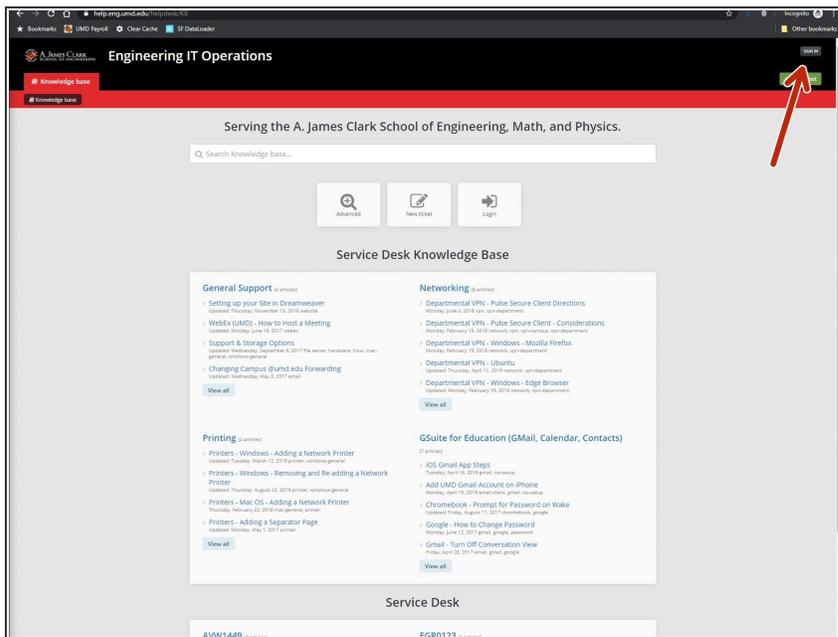


Log in to JitBit (Ticketing System) using your UMD G Suite Account

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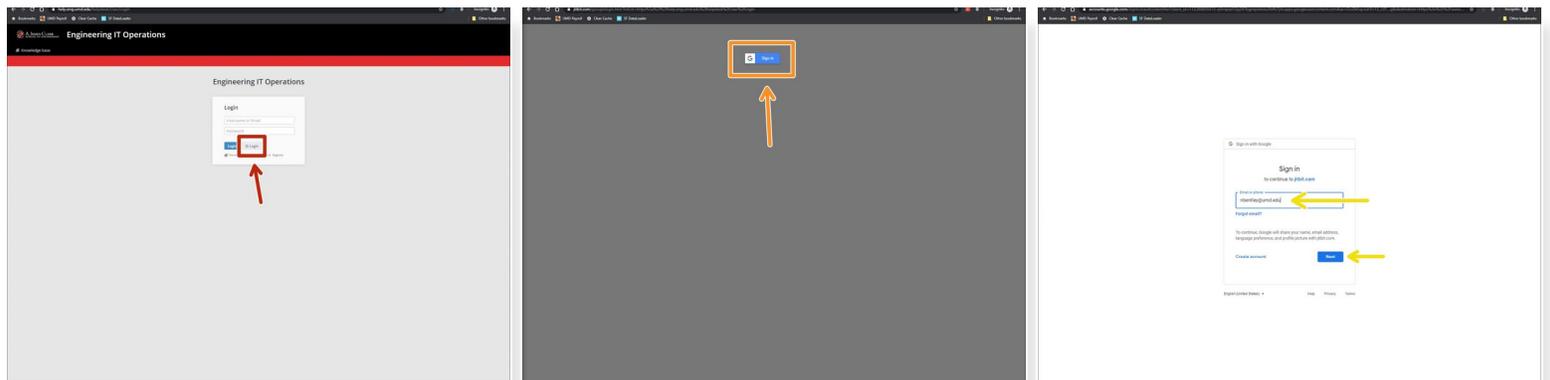
The screenshot shows the 'Engineering IT Operations' website. At the top right, there is a 'SIGN IN' button and a 'Log in' button. A red arrow points to the 'Log in' button. Below the navigation bar, there is a search bar and three buttons: 'Advanced', 'New ticket', and 'Login'. The main content area is titled 'Service Desk Knowledge Base' and contains four columns of articles under the following categories: 'General Support' (4 articles), 'Networking' (8 articles), 'Printing' (4 articles), and 'GSuite for Education (GMail, Calendar, Contacts)' (7 articles). Each article has a title, a brief description, and an update date. At the bottom of the page, there is a 'Service Desk' section with two ticket numbers: 'AVW144Q' and 'EGR0123'.

Step 1 — Go to JitBit & open the sign in page



- Go to <https://help.eng.umd.edu/helpdesk>.
- Click the sign in button in the upper right hand corner of the page.

Step 2 — Use your UMD G Suite account to sign in



- On the sign in page, click the **G Login** button.
- On the next page, click the **Sign in** button with the Google logo on it.
- On the Google Sign in page, enter your UMD email address (**directoryid@umd.edu**) and click **Next**.
- You will be brought to CAS to finish authentication. After you return from CAS, you will be logged in to JitBit.

Congratulations, you have learned how to sign in to JitBit using your UMD G Suite account.