

ILMS Self Service Portal Reference Guide

The Integrated Logistics Management System (ILMS) is a web-based information system that is the foundation for the Department of State's federal assistance management system – MyGrants. The ILMS Self-Service Portal (SSP) is where ILMS users communicate with the ILMS Support Desk. ILMS users submit and track support desk tickets, and communicate with the ILMS Support Desk, who respond and update those tickets.

ILMS Self Service Portal Access Overview

A link to the Self-Service Portal is available by clicking **ILMS Self Service Portal** link at the bottom of all MyGrants pages or directly from [ILMS Service Portal - ILMS Support Desk](https://afsitsm.servicenowservices.com/ilms) (<https://afsitsm.servicenowservices.com/ilms>).

NEED ASSISTANCE?



ILMS Self Service Portal



(888)-313-ILMS (4567)

New Users

1. To create an account, click the **Here** link under **Need an Account?** header on the login page.
2. Complete the form with the requested information and click the **Submit** button.
3. You will receive an email with a temporary password to the address you used when creating your account.
4. Log in with the temporary password, using your email address as the **User Name**. You will be prompted to create a new password the first time you log in to the Self-Service Portal.
5. After you create a new password and log in, navigate to the **ILMS Support Desk Profile** link on the black banner at the top of the screen and update your **Location**, **Date format**, and **Time zone** fields.

User name

Password

☐ Remember me

[Forgot Password?](#)

[Login](#)

[Use external login](#)

Welcome to the ILMS Self Service Portal!

The ILMS Self Service Portal allows customers to submit inquiries or requests to the ILMS Support Desk through an online portal with the click of a button. Key benefits of the new cloud-based portal include: **Enhanced Transparency, Streamlined Support, and an Interactive Interface.**

For more information about the latest ILMS modernization efforts and the ILMS Self Service Portal, check out the ILMS Knowledge Center!

The ILMS Support Hotline is also available by calling: 1-888-313-4567

Need an Account?
To get started, click [here](#) to create an account.

ILMS Self-Service Portal Account Creation

* First Name

* Last Name

* Email

Location

Business Phone

[Submit](#)

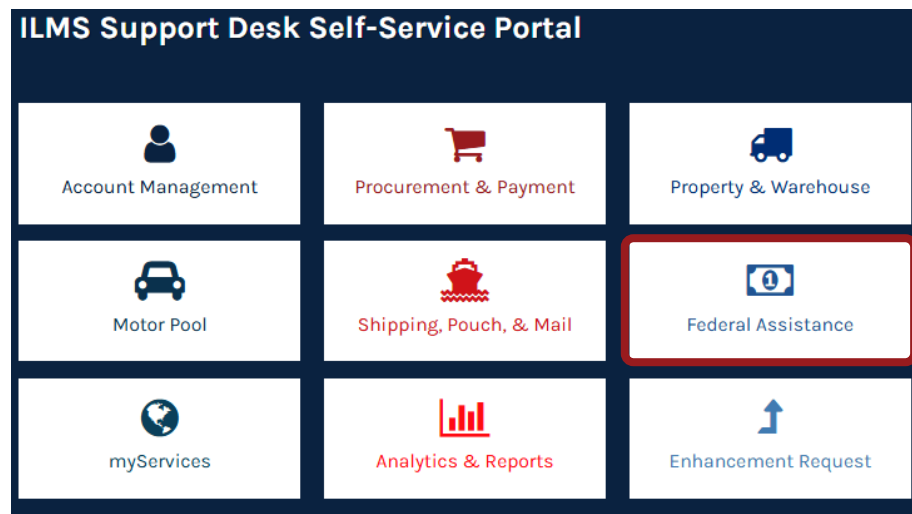


U.S. DEPARTMENT of STATE

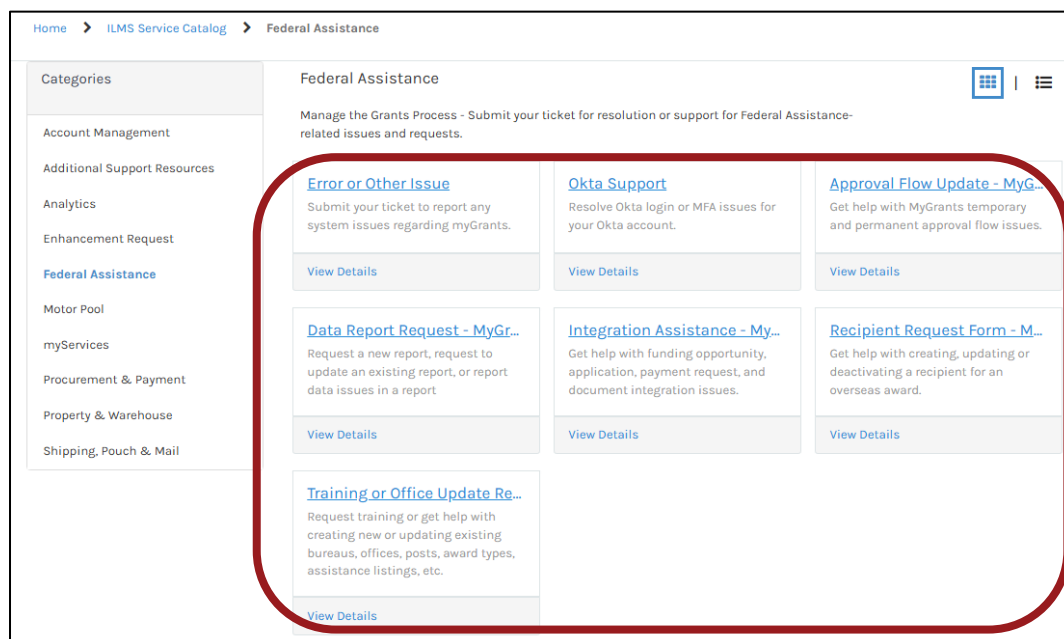
How to Submit a Ticket

The **Ticket Support** tiles are the first thing users see when accessing the ILMS SSP and how a user submits a Support Desk Ticket.

1. From the **Self-Service Portal Home** page, select the **Federal Assistance** category tile to open a catalog of common Federal Assistance ticket types.



2. Review the descriptions of each **catalog** option and click on the **title** link of the applicable Federal Assistance Issue to open a new ticket.



3. On the new record, review the **Name of Ticket Submitter** field. User information automatically populates based on your profile details.
4. Complete all required fields (marked with a red asterisk) and attach any available screenshots or supporting documentation that will help the Support Desk better understand your issue.

Note: Required fields vary based on issue type.

The **On Behalf of / CC** field allows users to submit a ticket on behalf of another person.

The **Watch List** allows users to notify additional people of ticket updates by adding them to notification emails.

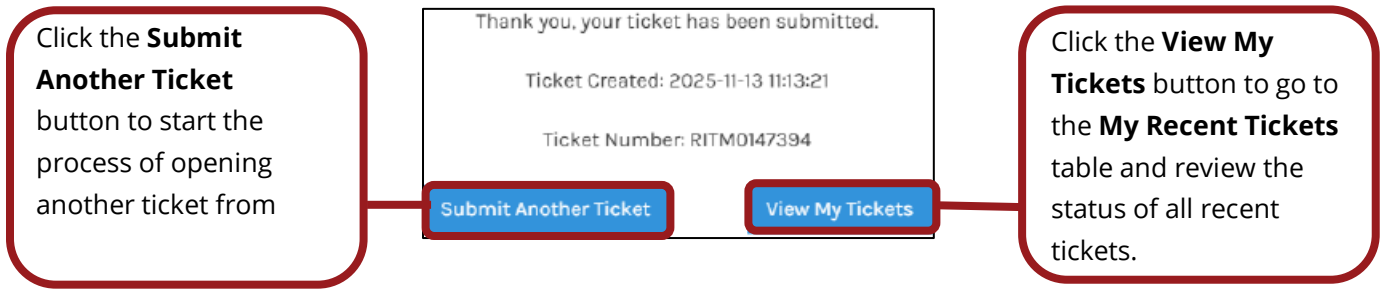
The screenshot shows the 'Approval Flow Update - MyGrants' form. It includes fields for 'Name of Ticket Submitter' (populated with 'Rida Subzwari'), 'Email' (populated with 'SUBZWARI@state.gov'), 'Post/Location' (populated with 'Washington'), 'On Behalf of / CC' (populated with 'Rida Subzwari'), and 'Watch List'. There is a 'Submit' button on the right. Below these fields is the 'ILMS Ticket Information' section with 'Category' (set to 'None') and 'User Account'. A 'Short Description' field is also present. At the bottom, there is a 'What type of user are you?' dropdown, an 'Error Message' field, 'Award Number' and 'Additional Key Identifier' fields, and a 'Provide Screenshot' section with an 'Upload' button. In the bottom right corner, there is a paperclip icon and a button labeled 'Add attachments'.

Annotations:

- A red box highlights the 'On Behalf of / CC' field with the text: 'The **On Behalf of / CC** field allows users to submit a ticket on behalf of another person.'
- A red box highlights the 'Watch List' field with the text: 'The **Watch List** allows users to notify additional people of ticket updates by adding them to notification emails.'
- A red box highlights the 'Add attachments' button with the text: 'Use the **paperclip** icon in the bottom right corner to attach documents.'

5. Click the **Submit** button once the ticket is complete.
6. A confirmation message appears. The submitter of the ticket, the individual in the **On Behalf of** field, and everyone in the **Watch List** field receives an email with the ticket details.





My Actions

The **My Actions** section under the **category** tiles shows which tickets require more information as well as **Feedback Survey** links for completed tickets.

My Actions		
Action Required	Number	Short Description
 Additional Information Required	RITM0147388	Office Transfer - CTS -- UAT
 Survey	RITM0147409	Analytics Data Request - UAT
 Survey	RITM0147408	test
 Survey	INC1979679	Error or Other Issue - Mobile Applications - UAT
See All ILMS Support Desk Tasks		



My Recent Tickets

The **My Recent Tickets** section provides information for each ticket a user submitted with real-time updates.

My Recent Tickets

Status	Number	System	Short Description	Created	Last Updated
 Assigned	INC1979625	S-ILMS	Should appear as S-ILMS	2025-11-14 11:04:53	2025-11-14 11:04:53
 Unassigned	RITM0147396	myServices	I need to travel to the far west	2025-11-13 11:52:40	2025-11-13 11:52:41
 Unassigned	RITM0147395	ILMS	Driver App Won't Open	2025-11-13 11:50:29	2025-11-13 11:50:31
Unassigned	RITM0147394	ILMS	I Cannot Access The Administration Tab	2025-11-13 11:13:21	2025-11-13 11:13:22

Click the ticket **Number** link to review or update ticket information.

[See All Tickets](#)

Click the **See All Tickets** link to view a table of all tickets.

Welcome back, Tony
ALERT: System Notifications New ILMS Self-Service Portal Coming December 8 - 11-24-2025

ILMS Support Desk > My Tickets

My Recent Tickets

Number	System	Module	State	Short Description	Caller	Contact	Location	Assignment group		
RITM0147419	ILMS		Resolved	Recipient Request Form - My...			Kabul	Federal Assistance Skill Group	11-24-2025 14:29:49	11-24-2025 14:35:36
RITM0147418	ILMS		Resolved	Integration Assistance - MyG...			Kabul	Federal Assistance Skill Group	11-24-2025 13:57:11	11-24-2025 14:12:44
RITM0147417	ILMS		Resolved	Data Report Request - MyGra...			Kabul	Federal Assistance Skill Group	11-24-2025 13:44:53	11-24-2025 13:53:09
RITM0147416	ILMS		Open	trfed			Kabul	ILMS Account Management Skill Group	11-24-2025 13:30:18	11-24-2025 13:30:20
INC1979707	ILMS		Assigned	ews			Kabul	Federal Assistance Skill Group	11-24-2025 12:12:58	11-24-2025 12:52:...

Known Issues

The **Known Issues** section is a real-time list of all ongoing issues affecting ILMS. Users can use this information to avoid those issues or recognize an issue they are currently experiencing.



Known Issues		
Description	Impacted Module	Status
No known issues		
See All Known Issues		

Planned Outages

The **Planned Outages** section provides a list of all planned outages across all ILMS modules. Users can utilize this information to avoid scheduling important ILMS activities during an upcoming outage.

Planned Outages		
Date	Time	Description
2026-01-20	08:00 AM - 10:59 PM	Effective January 30, 2026, ILMS and Ariba sessions will time out after 30 minutes of inactivity to
See All Planned Outages		

How to Update a Ticket

The Support Desk may require additional information to address your issue. You will receive an email notifying you about the additional information needed. The Support Desk will likely request screenshots if you did not originally attach them to the ticket. Upon accessing your **Self-Service Portal Home** page, an **Additional Information Required** task for your ticket will be in the **My Actions** portlet.



My Actions		
Action Required	Number	Short Description
 Additional Information Required	RITM0147789	Cannot Access the Receiving page
 Survey	INC1980150	Test
 Survey	RITM0147787	Testing
See All ILMS Support Desk Tasks		

Once you submit a ticket, you can add additional comments and screenshots at any time. You can access the ticket through the **Home** page by selecting the ticket number within the **My Recent Tickets** portlet. If the ticket requires action, it also appears in the **My Actions** portlet.

ILMS Ticket Information

*System

ILMS

*User Account

MuckenfussCB

Category

ILMS - Account Support

Phire

*Sub-Category

Final Receipt

*Short Description

Cannot Access the Receiving page

*Description

I am unable to access the Receiving page and I need to do so for my job.

Additional comments

Activity

Type your message here...

Post

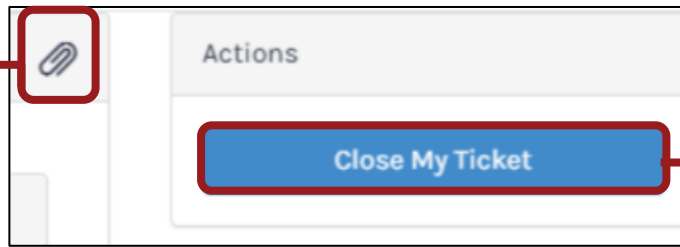
☐ Work notes

Type additional information or details into the **Additional comments** box.

Use the **Activity** field to directly communicate with the Support Desk about your ticket. Click the **Post** button to send your message.

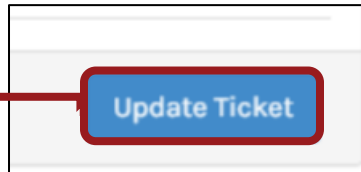


Click the **paperclip** icon in the top-right corner to add attachments to the ticket.



Click the **Close My Ticket** button at the top right-hand corner to close a ticket prior to the Support Desk providing a resolution.

After adding comments and attachments, click the **Update Ticket** button at the bottom of the ticket to send them to the Support Desk team.



How to Complete a Satisfaction Survey

Once a ticket is in **Resolved** status, you will receive an automated email to complete a survey.

There are two ways to access the survey:

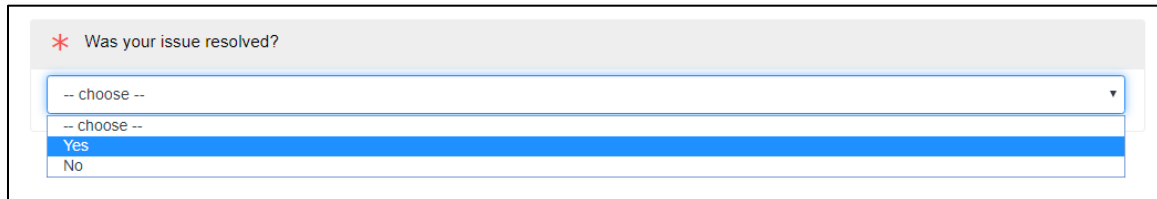
- Click the link included in the email notification.
- Visit the ILMS Self-Service Portal **Home** page and select the survey.

Each survey is available for 7 days. When completing the survey, please provide as much information as possible. Your feedback is valuable and is used to improve the Support Desk's quality of service.

A screenshot of the ILMS Support Desk Customer Satisfaction Survey form. The header features the ILMS logo and a search bar. The main content area contains a thank-you message and a 'Submit' button. The footer includes the U.S. Department of State logo and name. Red boxes and lines highlight the 'Submit' button and the thank-you message, connecting them to the surrounding text instructions.

The first survey question indicates if the Support Desk resolved your ticket.

- Answering **Yes** populates three survey questions to rate your satisfaction with the level of support received.
- Answering **No** and submitting the survey reopens your ticket. Please provide detailed information in the **Comments** box to help the Support Desk address your reopened ticket as quickly as possible.



* Was your issue resolved?

-- choose --

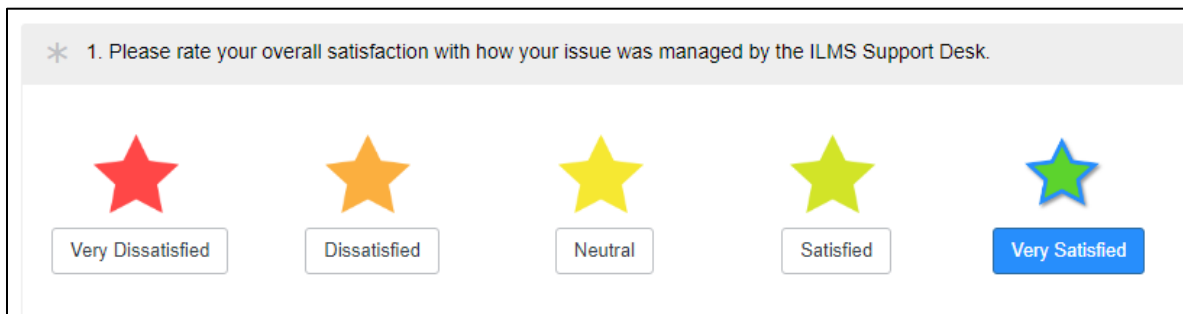
-- choose --

Yes

No

Survey questions utilize a 5-point satisfaction scale with **Very Dissatisfied** appearing on the LEFT side of the scale and **Very Satisfied** appearing on the RIGHT side.

After answering the survey questions and providing additional feedback or comments on your experience, click the **Submit** button to close the survey.



* 1. Please rate your overall satisfaction with how your issue was managed by the ILMS Support Desk.

Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

The **ILMS Support Desk** is also available by phone at +1 (888) 313-4567. For more information about ILMS Self-Service Portal and MyGrants, check out the [MyGrants Grantee Training Resources](#).

