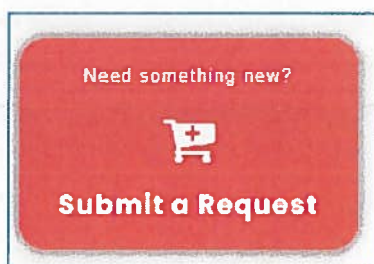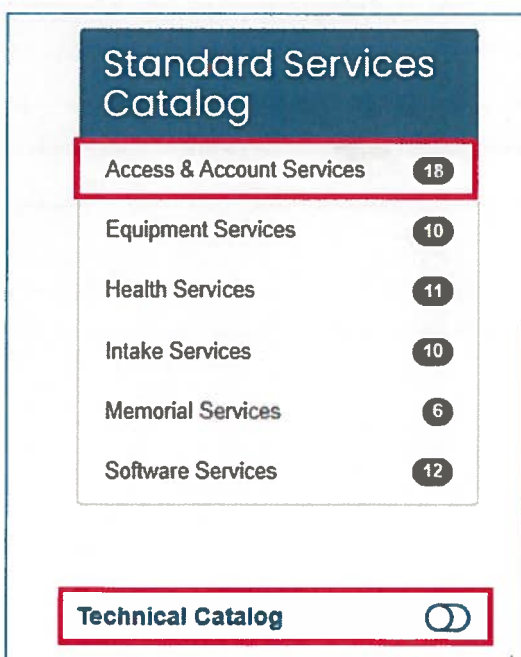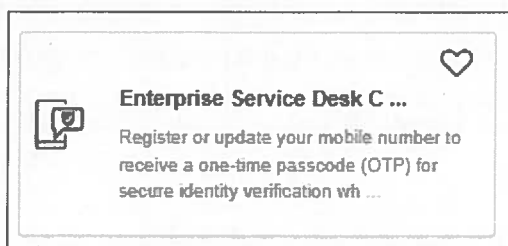1. Navigate to the yourIT Service Portal.
2. Select **Submit a Request**.

3. Ensure the **Technical Catalog** toggle is not selected and select **Access & Account Services** from the **Standard Services Catalog**.
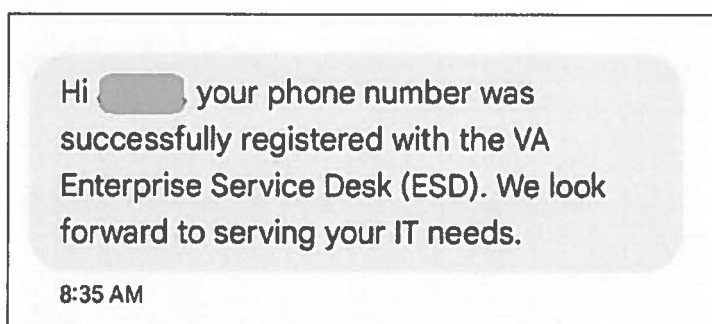
4. Select the **Enterprise Service Desk Mobile Number Registration/Update** catalog item.

Enterprise Service Desk C ...

Register or update your mobile number to receive a one-time passcode (OTP) for secure identity verification wh ...

5. In the **Mobile Registration Number** field, enter your preferred mobile phone number. If you have previously submitted this request, you will see your existing number in the **Currently Registered Number** field. Otherwise, you will see No currently registered number in that field.

REGISTRATION DETAILS

* Requester

Currently Registered Number

(318) 555-5555

* Mobile Registration Number

(555) 555-5555

Add attachments

6. Once you have entered your mobile number, select **Submit**. You will be taken to a page where you will see that a request has been opened and automatically closed. You should immediately receive a text message to the number that you registered confirming that your registration was successful. You will also receive a notification via email that your request has been closed.

Hi ____ your phone number was successfully registered with the VA Enterprise Service Desk (ESD). We look forward to serving your IT needs.

8:35 AM

7. After receiving confirmation, you can return to the **Enterprise Service Desk Mobile Number Registration/Update** catalog item to confirm that the **Currently Registered Number**

field is populated with the correct number. If necessary, you can re-submit the request to make any corrections.

Enterprise Service Desk (ESD)

You can contact the Enterprise Service Desk using any of the following options:

- **yourIT/Self-Service:** Report an Issue
- **Phone:** 855-673-4357
- **Live Chat:**
    - EVA Chatbot (yourIT Home Page)

    - MS Teams Chat (**ESD** Option in Teams)

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