How to Request Internet Access and Email Support

ICT Helpdesk user guide · Nov 9, 2026 · @Ken

This guide shows you how to get help from the Edo State ICT Agency (ICTA). You create an account once, then you can ask for help any time. Each request gets a **Ticket ID** that you use to follow it up.

Before you start

Have these four things ready:

- [ ] **Your official email address.** It must end with **@edostate.gov.ng** (for example, `j.okoro@edostate.gov.ng`). Personal emails such as Gmail or Yahoo will not work.
- [ ] **Access to that email inbox.** You will need to open a message the system sends you.
- [ ] **Your phone number.** For example, `08012345678`.
- [ ] **The name of your Ministry, Department or Agency (MDA).**

You also need a phone or computer that is connected to the internet. If your office internet is not working, you can use mobile data on your phone.

Part 1: Open the helpdesk website

1. Open your internet browser, for example **Google Chrome**, **Microsoft Edge** or **Safari**.
2. Click the address bar at the very top of the screen.
3. Type this address exactly: **itsupport.edostate.gov.ng**
4. Press **Enter** on your keyboard (or **Go** on your phone).
5. The page **ICT Service Helpdesk** opens.
6. Click the orange button **Get Started Now**. You can also click **Sign Up** at the top right.

Already have an account? Skip to Part 4 and click **Login** instead.

Part 2: Create your account (sign up)

You will see a form called **MDA Registration**. Fill in each box from top to bottom.

1. **MDA Name**: click the box and start typing the name of your ministry or agency, for example `Finance`. A list appears. Click your MDA in the list.
   - If your MDA is not in the list, type `Others`, click **Others**, then type your MDA's full name in the new box **Specify Your MDA**.

2. **Representative Full Name**: type your first name and surname, for example `Grace Osagie`.
3. **Official Email**: type your email that ends with **@edostate.gov.ng**. Check the spelling carefully. The system sends your activation link here.
4. **Phone Number**: type your phone number with no spaces, for example `08012345678`.
5. **Password**: make up a password of **at least 8 characters**. Mix letters and numbers, for example `Edo2026Grace`. Write it down somewhere safe.
6. Click the green button **Complete Registration**.
7. You are taken to the login page with a yellow message: *Registration successful. Please follow the link sent to your official email and activate your account.*

Do not try to log in yet. You must activate your account first (Part 3).

If you see a red message:

- *Registration is restricted to official @edostate.gov.ng email addresses only*: you used a personal email. Use your official one.
- *The official email address provided is already registered*: you already have an account. Go to Part 4 and log in, or use **Forgot your password?**

Part 3: Activate your account (email verification)

1. Open your official email inbox (@edostate.gov.ng).
2. Look for a new email from **noreply@edostate.gov.ng** with the subject **Activate Your EDSG IT Support Account**. It usually arrives within a few minutes.
3. Open the email.
4. Click the link inside it. The link starts with `https://itsupport.edostate.gov.ng/activate.php?token=`
    - If clicking does nothing, copy the whole link and paste it into your browser's address bar, then press **Enter**.
5. The login page opens with a green message: *Your account has been activated successfully. You can now log in.*

Can't find the email? Check your **Spam** or **Junk** folder. If it is still not there after 30 minutes, see *Problems and quick fixes* at the end of this guide.

Each activation link works **only once**. After you have used it, just log in.

Part 4: Log in

1. Go to **itsupport.edostate.gov.ng** and click **Login** at the top right. (After activation you are already on the login page.)
2. **Official Email**: type your @edostate.gov.ng email.
3. **Password**: type the password you made in Part 2.
4. Click the green button **Login to Dashboard**.
5. Your **dashboard** opens. Your name and MDA show at the top. On the left you will see a box called **New Request**.

You are now ready to ask for help.

Part 5: Request Internet Access

Use this when you need to be connected to the Edo State Government (EDSG) network or Wi-Fi, or you have been logged out and it keeps asking for a password.

1. On your dashboard, find the box **New Request**.
2. **Service Category**: click the box and choose **Connectivity**.
3. A new box appears called **Service Type**. Click it and choose **Request Internet Access**.
4. **Description**: type a short explanation. Include:
   - your **office or room** and the **building or floor**
   - the **device** that needs internet (laptop, desktop or phone)
   - **what is happening** (for example, "I am new and have no access" or "it keeps asking for a password")
   - the **best time and phone number** to reach you
5. Click the green button **Submit Request**.
6. A green box appears saying **Request submitted**, with **Your Ticket ID** (7 letters and numbers, for example `SEGR7IH`). Write this down.

Example description:

> I need internet access on my office laptop. I am in Room 12, 2nd floor, Ministry of Finance. The EDSG Wi-Fi keeps asking for a password. Please call me on 08012345678 between 9am and 3pm.

Part 6: Request Email Support

Use this for any problem with your official email: you cannot log in, forgot your email password, cannot send or receive mail, your mailbox is full, or you need email set up on your phone.

1. On your dashboard, find the box **New Request**.
2. **Service Category**: click the box and choose **Application**.
3. **Service Type**: click it and choose **Email support**.
4. **Description**: type a short explanation. Include:
    - the **email address** that has the problem
    - **what is happening**, and any **error message** you see (copy the words exactly)
    - **when it started**
    - the **device** you use (office computer, laptop or phone)
    - the **best time and phone number** to reach you
5. Click the green button **Submit Request**.
6. Write down the **Ticket ID** shown in the green box.

Example description:

> I cannot open my email g.osagie@edostate.gov.ng since Monday. It says "incorrect password". I use it on my office desktop and my phone. Please call me on 08012345678.

Cannot open your email at all? You can still log in to the helpdesk with your password and submit this request. Updates are sent by email, so also check your dashboard (Part 7). If you have never created a helpdesk account and cannot open your email to activate it, ask a colleague to submit the request from their account with your name and phone number, or contact ICTA directly.

Part 7: Follow your request

Your Ticket ID is how you and ICTA refer to your request. Keep it until the problem is fixed.

See all your requests: log in. The **Request History** table on your dashboard lists every request with its **Ticket ID**, **Status** and **Technician**. Click the **eye** button on a row to see full details.

What the status means:

Status	What it means	What you do
Pending	ICTA has received your request. No technician yet.	Wait. You will get an email when one is assigned.
Assigned	A technician has been given your request. Their name shows under **Technician**.	Keep your phone close. They may call or visit.
In Progress	The technician is working on it.	Be available if they need you.
Resolved	The work is done.	Check that it works. If not, submit a new request and mention the old Ticket ID.

Emails you will get (from noreply@edostate.gov.ng):

1. **ICTA Request Submitted**: confirms your Ticket ID.
2. **Update on your ICT request**: tells you which technician is handling it.
3. **Your ICT request has been resolved**: the work is finished.

Check one ticket quickly: on your dashboard, click **Track Ticket** (next to New Request). Type your 7-character Ticket ID and click **Track**. You can only track your own tickets.

Problems and quick fixes

What you see	What to do
No activation email	Check **Spam** or **Junk**. Still nothing after 30 minutes? Contact ICTA with your name and email. They can resend the link or activate your account for you.
Please activate your account via the link sent to your official email	You have not activated yet. Do Part 3.
That activation link is invalid or has already been used	Your account may already be active. Try logging in. If that fails, contact ICTA.
Invalid official email or password	Check the spelling of your email. Check that **Caps Lock** is off. Then try again.

What you see	What to do
Forgot your password	On the login page, click **Forgot your password?** Type your email and click the button. Open the email you receive and click the link within **1 hour**. Type your new password twice and save.
Too many failed attempts	Wait **15 minutes**, then try again carefully.
Your account has been suspended	Contact ICTA.
The **Service Type** box does not appear	Choose a **Service Category** first. The Service Type box appears after that.
Your session expired	Refresh the page (press **F5**, or pull down on your phone) and try again.

Contact ICTA: [add the helpdesk phone number and email here]