Basic Layout:
The key parts of the standard TOPdesk workspace are as shown below:

The areas/items labeled in the picture (default layout) are:

A. **Search Bar** - From here you can search the knowledge base.
B. **My Incidents** - Clicking on this tile will give you a list of your incidents, and requests.
C. **AskTom** - Search the knowledge base for answers in our knowledge base to your questions.
D. **Ticket categories** - Choose from various categories to request help.
E. **Other Requests** - Requests not available from the other tile categories.
F. **Broad Service Disruption** - Here you can look to see if there are outages affected people or systems.
G. **News** - Messages about planned maintenances at the UofM.
H. **Log out button** - Allows you to log out of system.