NU SERVICE HOW-TO-GUIDE:
SELF SERVICE PORTAL OVERVIEW

CONTENTS

Document Control

Document name:	NU Service Self-Service - Portal Overview
Department/function:	Service Delivery
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Version History

Version	Date	Author	Change
1.0	July 21	A Fay	Created

1. Accessing the Self Service Portal

1.0 Log in at https://nuservice.ncl.ac.uk
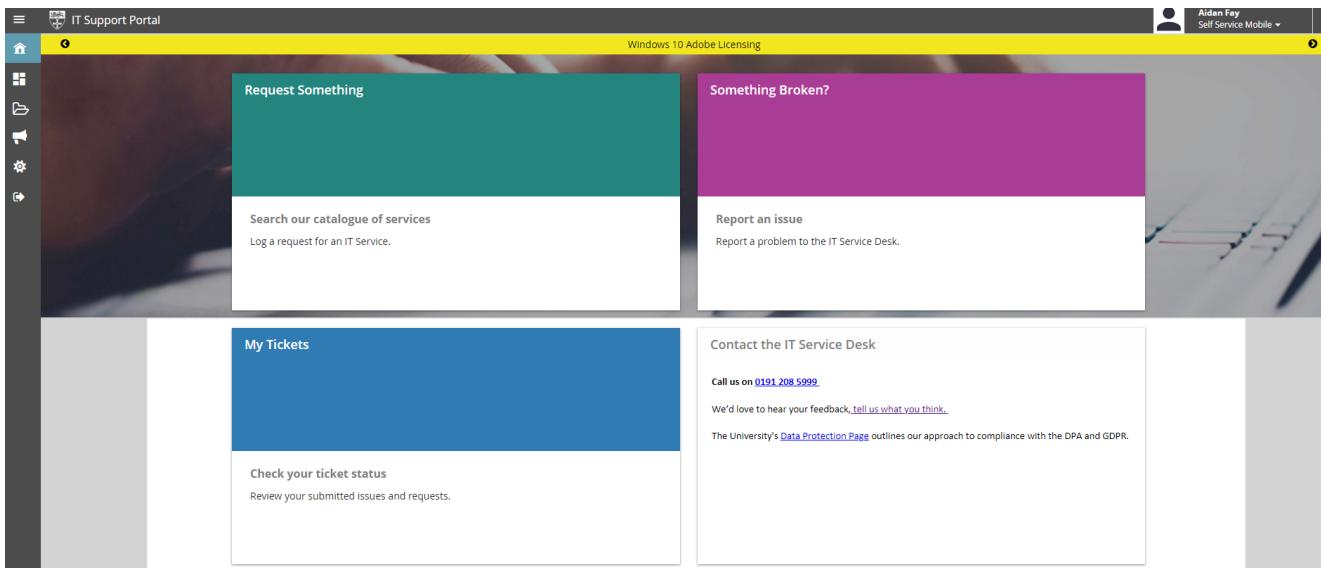
1.1 The left hand menu shows the options, a description can be viewed by clicking the ☰ button.
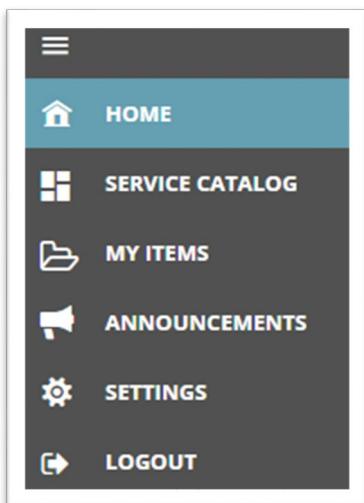
- **HOME** Returns you to the landing page
- **SERVICE CATALOG** allows customers to log a new request by searching or browsing through our list of Services
- **MY ITEMS** shows your tickets, allowing you to search, update and close.
- **ANNOUNCEMENT**S shows announcements made by NUIT, this may be an announcement of planned work or a Major Incident update
- **SETTINGS** allows the customer to change the language
- **LOGOUT** Logs you out of the system

1.2 The yellow bar at the top of the page shows the customer announcements of any major incidents currently open, if there is more than one announcement you can scroll through by clicking the < or > button

Major Incident Announcement - Published to Self Service - Click for details

Clicking on the message shows the details of the Major Incident:

Published to Self Service

Status:
Published

Region:
All

Effective Date:
05/07/2021 2:21 PM

Expiration Date:
05/28/2021 12:00 AM

Subject:
Published to Self Service

Description
Major Incident Announcement - Published to Self Service - Click for details

Created by:
npb48

On:
05/07/2021 2:21 PM

Modified by:
naf99

On:
05/10/2021 12:54 PM

2. Making a request, reporting a problem and tracking your tickets

The main body of the landing page gives the following options:
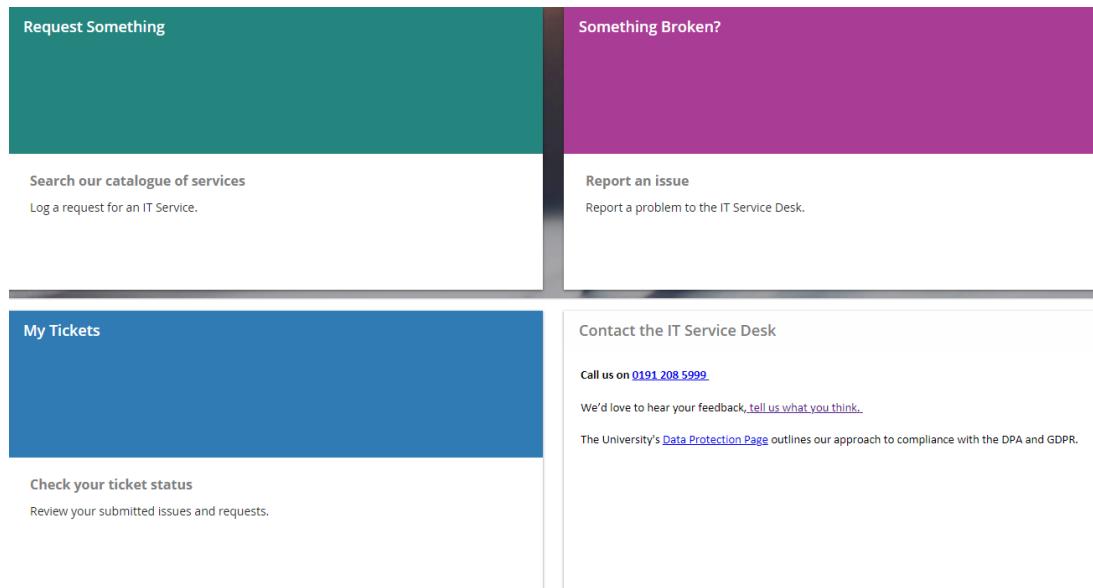
- **Request Something** Allows you to raise your own request or a request on behalf of someone else.
- **Something Broken?** Allows you to raise your own incident or an incident on behalf of someone else.
- **My Tickets** Displays your logged tickets
- **Contact the IT Service Desk** Contains contact information for the Service Desk as well as a link to our Comments, Complaints and Compliments feedback form.

3. News and active Major Incidents

The bottom section of the landing page shows news and active major incidents:

Clicking on the **News** item displays further details:
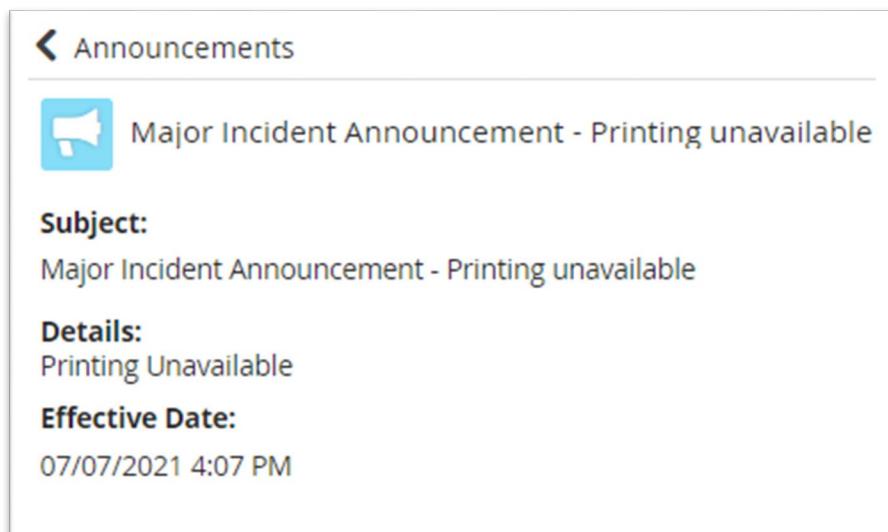
Clicking on the **Major Incident** displays the details of the issue:
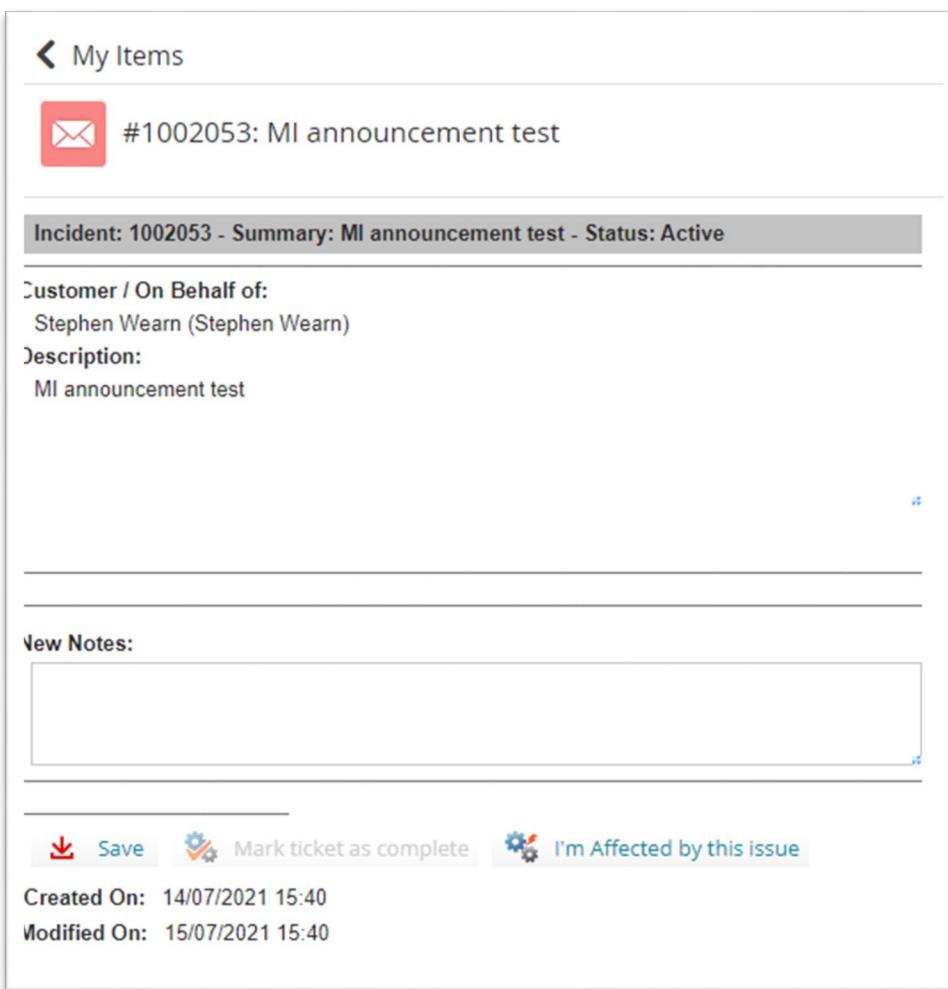
If you are affected by the major incident if you click **I'm affected by this issue,** it will then add you to the ticket without you needing to contact the Service Desk.