

NU SERVICE HOW-TO-GUIDE: SELF SERVICE PORTAL CREATING A NEW INCIDENT

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Document Control

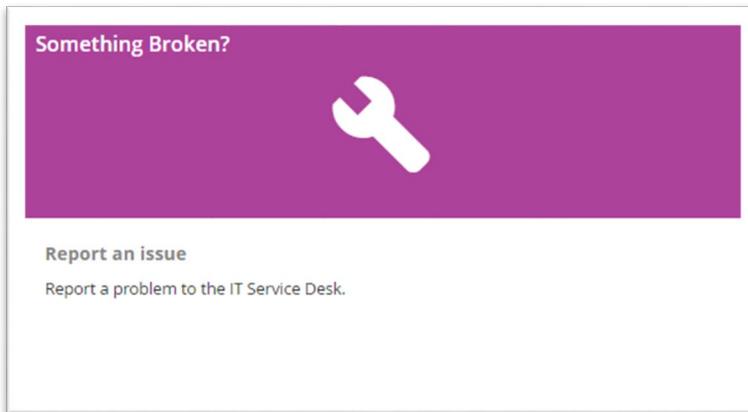
Document name:	NU Service Self-Service Portal – Creating a new Incident
Department/function:	Service Delivery
Effective from:	July 2021
Next review date:	July 2022

Version History

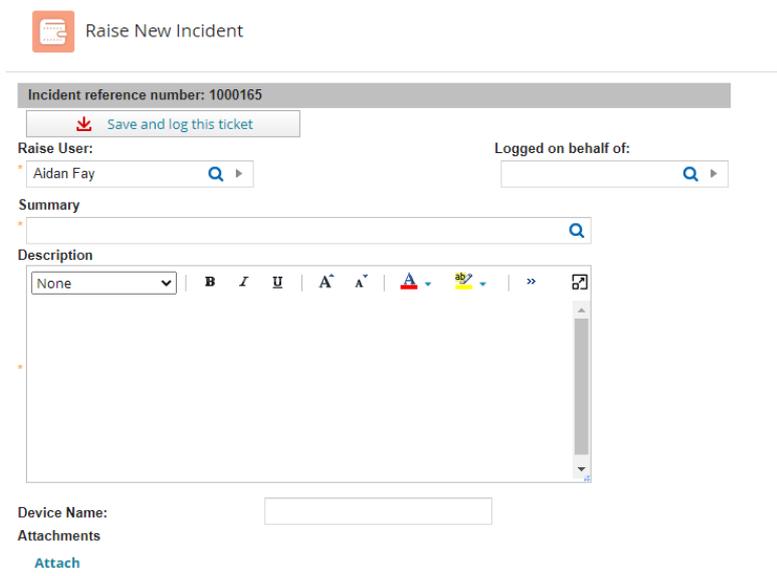
Version	Date	Author	Change
1.0	July 21	A Fay	Created

1. CREATING A NEW INCIDENT USING THE SELF SERVICE PORTAL

1.1 From the homepage select **Something Broken?** :



1.2 You will see the page below:

A screenshot of a web form titled "Raise New Incident". At the top left is an orange icon of a ticket and the text "Raise New Incident". Below this is a grey bar containing the text "Incident reference number: 1000165". Underneath is a button with a red arrow icon and the text "Save and log this ticket". The form has two search fields: "Raise User:" with "Aidan Fay" entered and a search icon, and "Logged on behalf of:" with an empty search field and a search icon. Below these is a "Summary" section with a search icon. The "Description" section features a rich text editor with a toolbar containing icons for bold, italic, underline, text color, background color, and a link icon. Below the description is a "Device Name:" label and an empty text input field. At the bottom left, there is an "Attachments" section with an "Attach" link.

If you are logging an Incident on behalf of someone else enter their details in the "Logged on behalf of:" box. (you can search by name or login ID)

- 1.3 Enter a **Summary**, **Description** and/or **attachments**, when logging an Incident you can paste in screenshots/emails etc directly into the description box:

Service Catalog

Raise New Incident

Incident reference number: 1000165

Save and log this ticket

Raise User: Aidan Fay

Logged on behalf of:

Summary: PC displaying a bluecreen

Description: None

Have restarted and message below keeps appearing:

Device Name: PC-NUIT-201116

Attachments: Attach

- 1.4 To add an attachment, select **Attach**, then browse to the file and click **Open**:

Service Catalog

Raise New Incident

Incident reference number: 1000165

Save and log this ticket

Raise User: Aidan Fay

Logged on behalf of:

Summary: PC displaying a bluecreen

Description: None

Have restarted and message below keeps appearing:

Device Name: PC-NUIT-201116

Attachments: Attach

Open

Tasks > Screenshots

Search Screenshots

Organise New folder

Name

Bluescreen

File name: Bluescreen

All Files

Open Cancel

The file is now attached:

 Raise New Incident

Incident reference number: 1000165

[Save and log this ticket](#)

Raise User:

Logged on behalf of:

Summary

Description

Have restarted and message below keeps appearing:



Device Name:

Attachments

[Attach](#)

 Bluescreen.JPG
naf99 10/01/2022 14:44

1.5 Click **Save and log this ticket** to log the ticket.

1.6 You will receive a message as below confirming the Incident has been logged:

Request "PC will not start up/displaying a bluescreen (#1001645)" has been created.
What do you want to do next?

[View My Items](#) [View Created Request](#) [Return to Service Catalog](#)

2. VIEWING AND UPDATING A LOGGED INCIDENT

2.1 From the homepage click **My Tickets**:



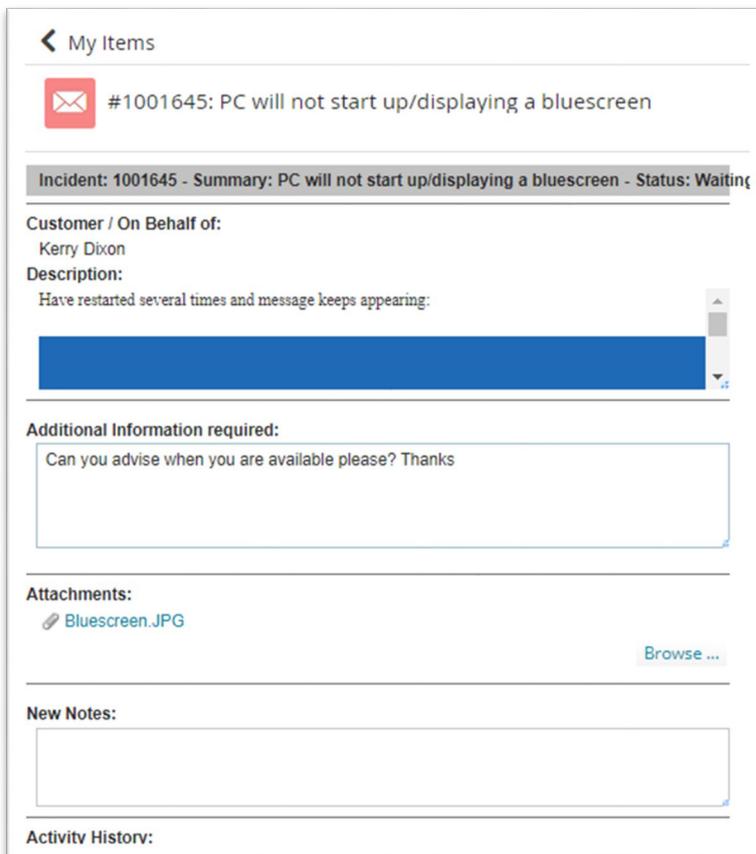
Check your ticket status

Review your submitted issues and requests.

2.2 Select the Incident that you want to view or update:



2.3 The Incident will show any notes that have been added by NUIT and allow you to enter notes or attachments. (The example shows that NUIT have requested further info.)



2.4 You can "Respond to Information Request" by clicking on the option, entering the "Back from Customer reason and clicking **OK**:

Enter...

Enter Back From
Customer reason: *

I am available from 2pm tomorrow. Thanks

2.5 Clicking **Save** updates the Incident:

< My Items

 #1001645: PC will not start up/displaying a bluescreen

Incident: 1001645 - Summary: PC will not start up/displaying a bluescreen - Status: Active

Customer / On Behalf of:
Kerry Dixon

Description:
Have restarted several times and message keeps appearing:



Attachments:
 Bluescreen.JPG [Browse ...](#)

New Notes:

Activity History:
14/07/2021 16:32 [Additional information received](#)

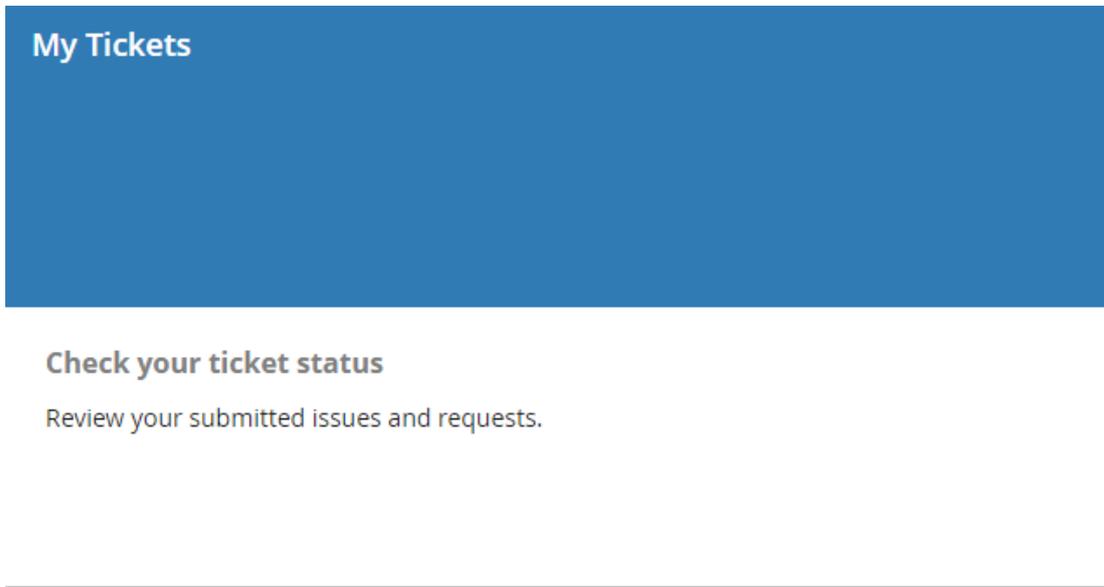
 Save  Mark ticket as complete

Created On: 14/07/2021 16:19
Modified On: 14/07/2021 16:33

3. CLOSING AN INCIDENT

This allows you to close an incident, for example if they have resolved the issue themselves.

3.1 From the homepage click **My Tickets**:



3.2 Select the Incident that you wish to close:



3.3 This shows the page below:

← My Items

 #1001645: PC will not start up/displaying a bluescreen

Incident: 1001645 - Summary: PC will not start up/displaying a bluescreen - Status: Active

Customer / On Behalf of:
Kerry Dixon

Description:
Have restarted several times and message keeps appearing:

Attachments:
 [Browse ...](#)

New Notes:

Activity History:

14/07/2021 16:32 [Additional information received](#)

 Save  [Mark ticket as complete](#)

Created On: 14/07/2021 16:19
Modified On: 14/07/2021 16:33

3.4 Click on **Mark ticket as complete**:



3.5 This closes/resolves the Incident:

[← My Items](#)

 #1001645: PC will not start up/displaying a bluescreen

Incident: 1001645 - Summary: PC will not start up/displaying a bluescreen - Status: Resolved

Customer / On Behalf of:
Kerry Dixon

Description:
Have restarted several times and message keeps appearing:

Resolution:
User marked incident as complete

Attachments:


Activity History:

14/07/2021 16:35 [Resolution](#)

14/07/2021 16:32 [Additional information received](#)

Created On: 14/07/2021 16:19
Modified On: 14/07/2021 16:35