

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

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Document Control

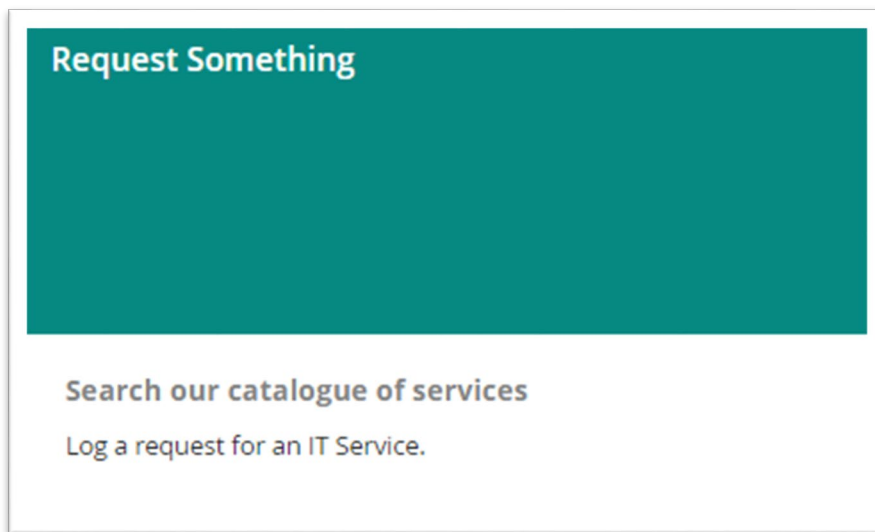
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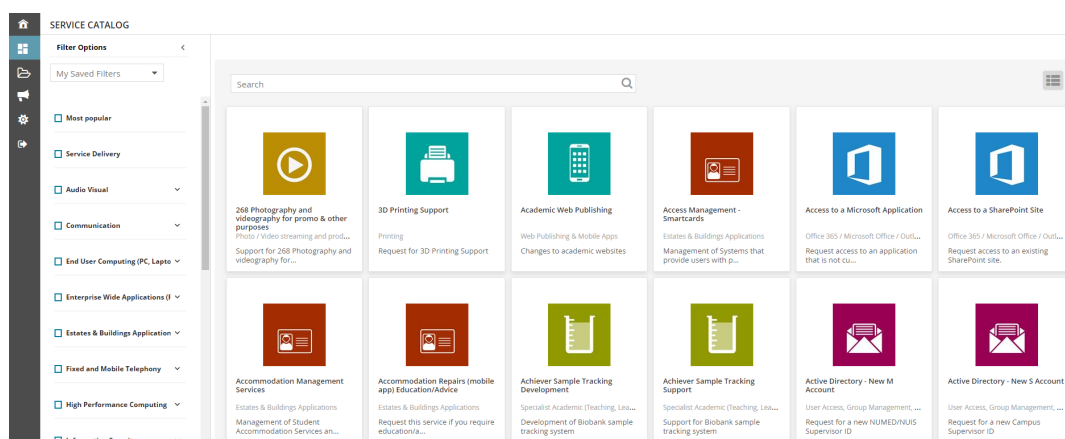
Version	Date	Author	Change
1.0	July 21	A Fay	Created

1. CREATING A NEW REQUEST USING THE SELF SERVICE PORTAL

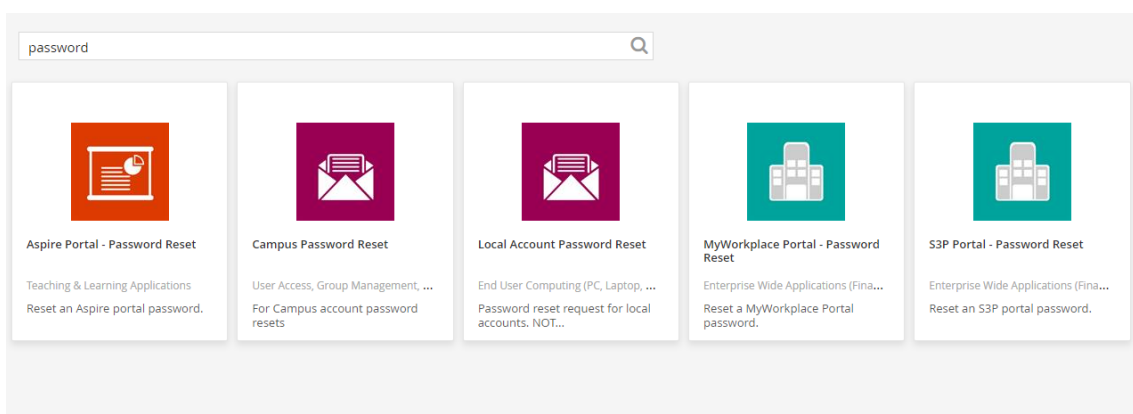
1.1 From the homepage select **Request Something**



This displays the Service Catalogue:




1.2 Browse to an item or Search for an item to request, for this example we have selected Password Reset:



- 1.3** Click on the item and it will then display the customised Request Form:

← Service Catalog



Campus Password Reset
For Campus account password resets

Service options


* Please enter account
UserID:

This can be a personal or role account.

* Please confirm your
contact telephone number:

- 1.4** Enter the required details:

← Service Catalog



Campus Password Reset
For Campus account password resets

Service options


* Please enter account
UserID:

This can be a personal or role account.

* Please confirm your
contact telephone number:

- 1.5** Click **Review & Submit**

← Service Request: Campus Password Reset



Campus Password Reset
For Campus account password resets

Service options

* Please enter account
UserID:

This can be a personal or role account.

nkd26

* Please confirm your
contact telephone number:

0191 283 4567

1.6 Click **Submit** to log the request or **Edit** to change the details.

Once submitted you will receive a message advising of a request number:

Request "Campus Password Reset (#1001649)" has been created.
What do you want to do next?

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


2. VIEWING & UPDATING A LOGGED REQUEST

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

My Tickets

Check your ticket status
Review your submitted issues and requests.

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



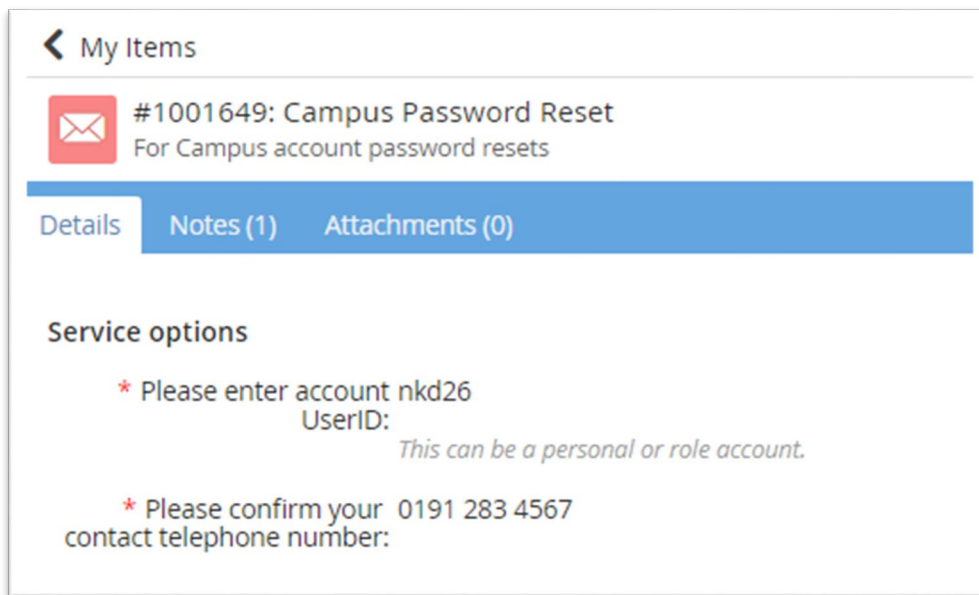
#1001649: Campus Password Reset

Submitted

For Campus account password resets

2 minutes ago / Est. 1 day

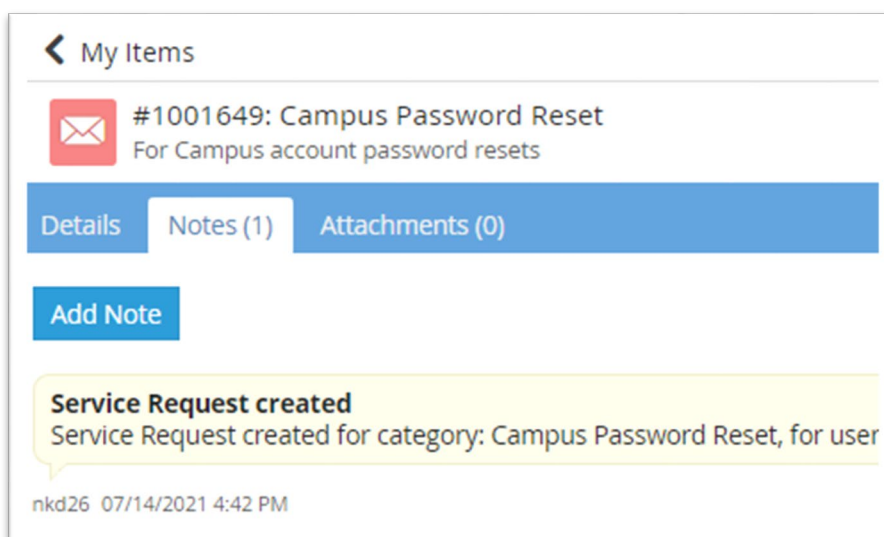
2.3 This then displays the page below:



The screenshot shows a mobile application interface titled 'My Items'. Below the title is a red envelope icon and the text '#1001649: Campus Password Reset' followed by 'For Campus account password resets'. A blue bar contains three tabs: 'Details' (selected), 'Notes (1)', and 'Attachments (0)'. Below the tabs, the section 'Service options' contains two items: a red star icon followed by 'Please enter account nkd26 UserID:' with a note 'This can be a personal or role account.', and another red star icon followed by 'Please confirm your 0191 283 4567 contact telephone number:'.

- **Details** shows the original request that has been submitted
- **Notes** shows any notes added by the customer or NUIT, as well as the option of adding a note
- **Attachments** shows any attachments added by the customer or NUIT, as well as the option of adding an attachment

2.4 To add a note click the **Notes** tab:



The screenshot shows the same 'My Items' page, but the 'Notes (1)' tab is now selected. Below the tabs, there is a blue button labeled 'Add Note'. Below the button, a yellow notification box contains the text 'Service Request created' and 'Service Request created for category: Campus Password Reset, for user'. At the bottom left, the text 'nkd26 07/14/2021 4:42 PM' is displayed.

2.5 Click **Add Note** and enter details:

Details

Notes (1)

Attachments (0)

Add Note

Can you please advise a new password asap. Thanks


Submit

Cancel

Service Request created
Service Request created for category: Campus Password Reset, for user
nkd26 07/14/2021 4:42 PM

2.6 Click **Submit** and the note is then added to the Request:

< My Items



#1001649: Campus Password Reset
For Campus account password resets

Details

Notes (2)

Attachments (0)

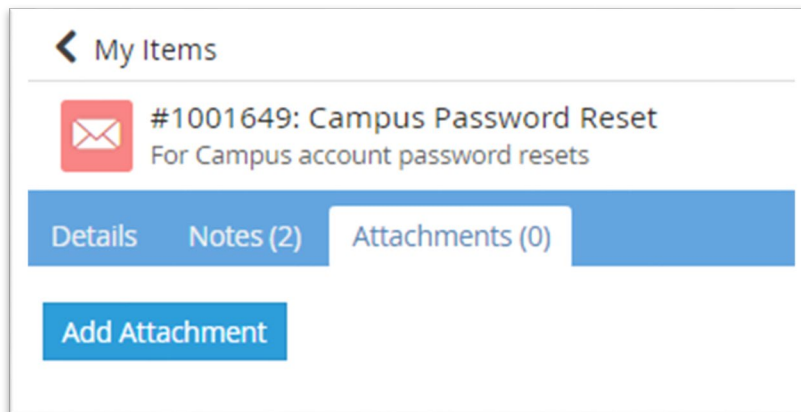
Add Note

Can you please advise a new password asap. Thanks

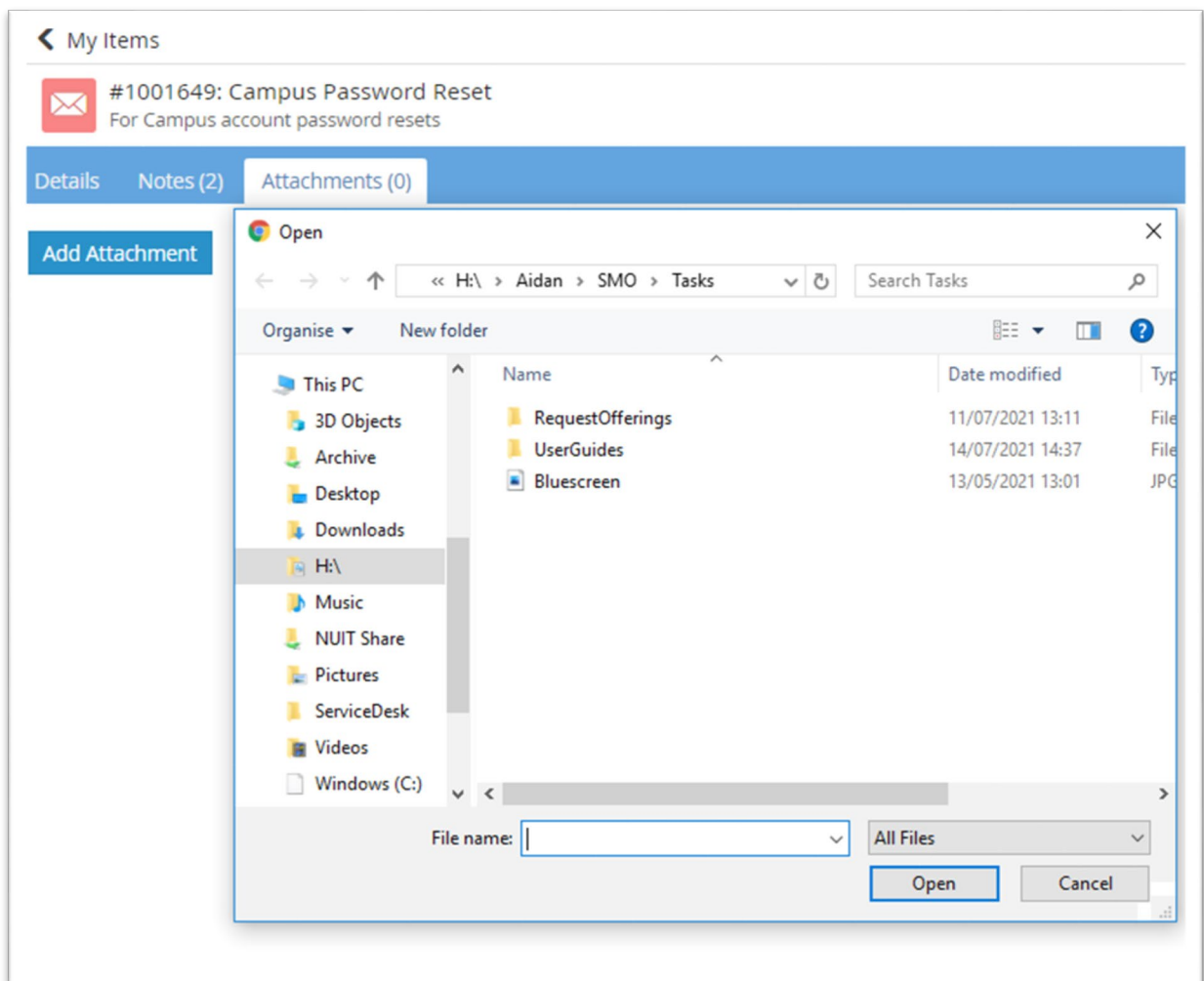
nkd26 07/14/2021 4:47 PM

Service Request created
Service Request created for category: Campus Password Reset, for user
nkd26 07/14/2021 4:42 PM

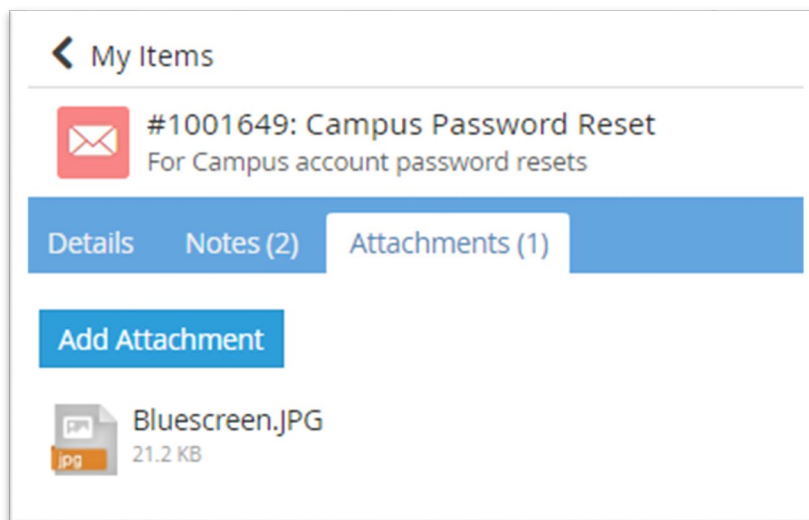
2.7 To add an attachment select **Attachments:**



Click **Add Attachment**. You are then prompted to browse for an attachment:

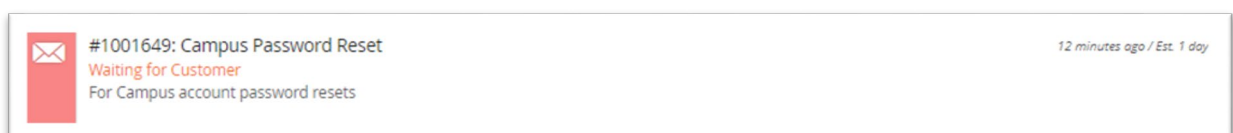


2.8 Select **Open** and the attachment is then added:

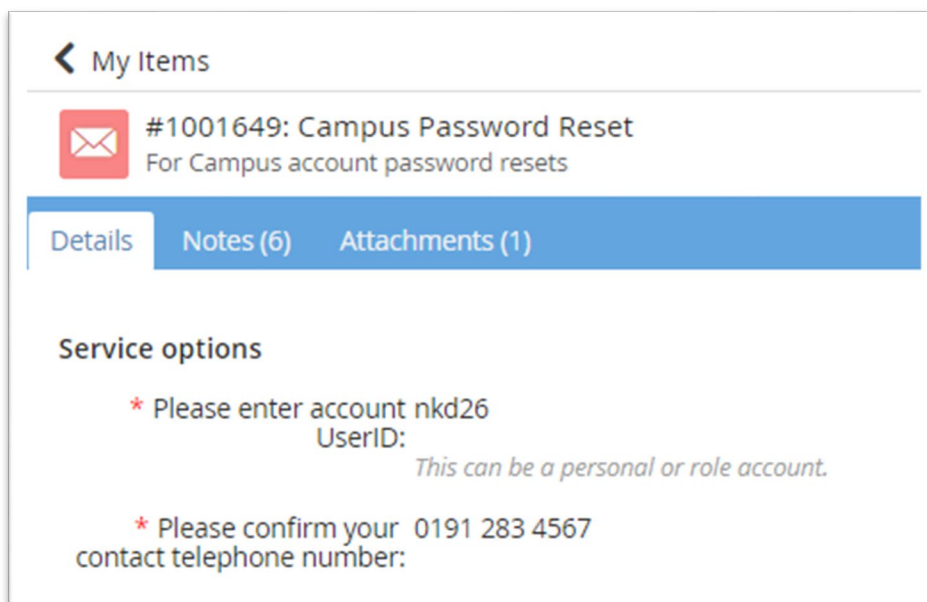


If NUIT require more information, they will put the request "With Customer".


You can see if your ticket requires any further information as it will be displayed on the record within "My Tickets":




2.9 To return the ticket back from customer, open the ticket:



Click **Notes**:

 My Items

 **#1001649: Campus Password Reset**
For Campus account password resets

Details

Notes (6)

Attachments (1)

Add Note

Reassigned
Ticket assigned to naf99 in team ITSM Support

naf99 07/14/2021 4:52 PM

Additional Information requested
Can you confirm your contact number please. Thanks

naf99 07/14/2021 4:53 PM

Assign To Another Group - ITSM Support
Assigning

naf99 07/14/2021 4:53 PM

Assigned to analyst - naf99: Assigning

naf99 07/14/2021 4:53 PM

Can you please advise a new password asap. Thanks

nkd26 07/14/2021 4:47 PM

Service Request created
Service Request created for category: Campus Password Reset, for user

nkd26 07/14/2021 4:42 PM

Click **Add Note** and enter required details:

Details

Notes (6)

Attachments (1)

Add Note

My contact number is 0191 2089876 today. Thanks

Submit

Cancel

Reassigned
Ticket assigned to naf99 in team ITSM Support

naf99 07/14/2021 4:52 PM

Additional Information requested
Can you confirm your contact number please. Thanks

naf99 07/14/2021 4:53 PM

Assign To Another Group - ITSM Support
Assigning

naf99 07/14/2021 4:53 PM

Assigned to analyst - naf99: Assigning

naf99 07/14/2021 4:53 PM

Can you please advise a new password asap. Thanks

nkd26 07/14/2021 4:47 PM

Service Request created
Service Request created for category: Campus Password Reset, for user

nkd26 07/14/2021 4:42 PM

Click **Submit** and the note is then added:

My Items

#1001649: Campus Password Reset
For Campus account password resets

Details

Notes (7)

Attachments (1)

Add Note

My contact number is 0191 2089876 today. Thanks

nkd26 07/14/2021 4:58 PM

Reassigned
Ticket assigned to naf99 in team ITSM Support

naf99 07/14/2021 4:52 PM

Additional Information requested
Can you confirm your contact number please. Thanks

naf99 07/14/2021 4:53 PM

Assign To Another Group - ITSM Support
Assigning

naf99 07/14/2021 4:53 PM

Assigned to analyst - naf99: Assigning

naf99 07/14/2021 4:53 PM

Can you please advise a new password asap. Thanks

nkd26 07/14/2021 4:47 PM

Service Request created
Service Request created for category: Campus Password Reset, for user

nkd26 07/14/2021 4:42 PM

The ticket is then back with NUIT and no longer with customer.