

NU SERVICE HOW-TO-GUIDE: SELF SERVICE PORTAL

CREATING A NEW REQUEST

CONTENTS

1. Creating a new request using the Self Service Portal.....2
2. Viewing & updating a logged request.....4

Document Control

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1. CREATING A NEW REQUEST USING THE SELF SERVICE PORTAL

1.1 From the homepage select **Request Something**

Request Something

Search our catalogue of services

Log a request for an IT Service.

This displays the Service Catalogue:

Icon	Service Description
Yellow play button	268 Photography and videography for promo & other purposes
Green printer	3D Printing Support
Blue mobile phone	Academic Web Publishing
Red document	Access Management - SmartCards
Blue Microsoft logo	Access to a Microsoft Application
Blue Microsoft logo	Access to a SharePoint Site
Red document	Accommodation Management Services
Red document	Accommodation Repairs (mobile app)
Green graduation cap	Achiever Sample Tracking Development
Green graduation cap	Achiever Sample Tracking Support
Blue envelope	Active Directory - New M Account
Blue envelope	Active Directory - New S Account

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

Service Icon	Service Name	Description
Red square with document and gear	Aspire Portal - Password Reset	Teaching & Learning Applications Reset an Aspire portal password.
Purple square with envelope	Campus Password Reset	User Access, Group Management, ... For Campus account password resets
Purple square with envelope	Local Account Password Reset	End User Computing (PC, Laptop, ... Password reset request for local accounts. NOT...
Teal square with building	MyWorkplace Portal - Password Reset	Enterprise Wide Applications (Fina... Reset a MyWorkplace Portal password.
Teal square with building	S3P Portal - Password Reset	Enterprise Wide Applications (Fina... Reset an S3P portal password.

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 nkd26
UserID:
This can be a personal or role account.

* Please confirm your 0191 283 4567
contact telephone number:

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.

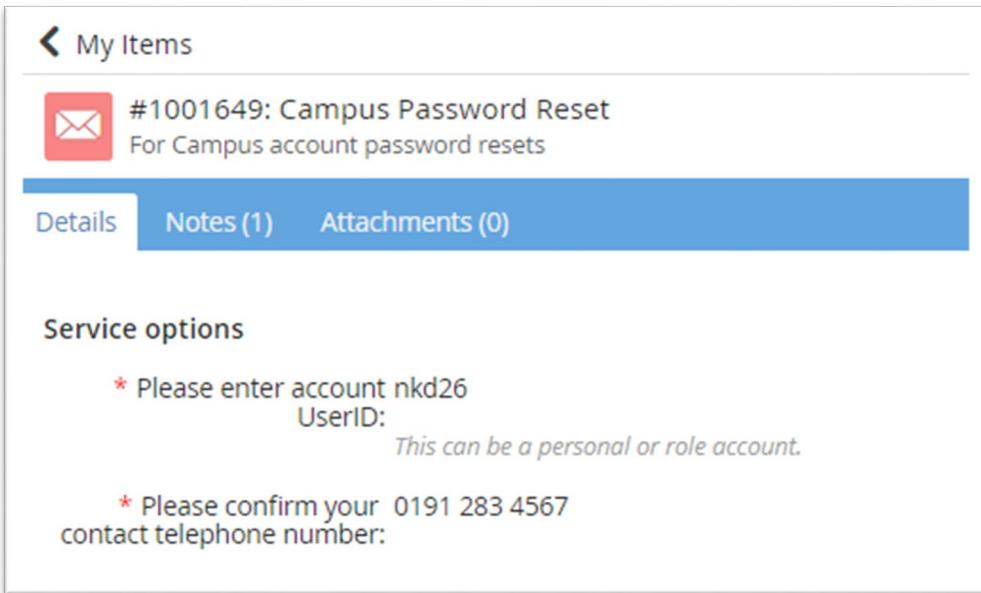
2.2 Select the request that you want to view or update:



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

2 minutes ago / Est. 1 day

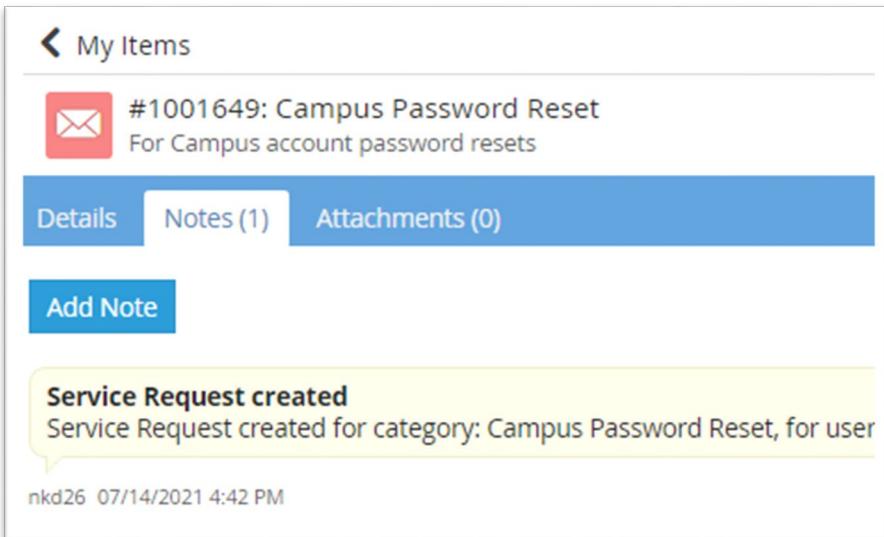
2.3 This then displays the page below:



The screenshot shows a web-based application interface for managing service requests. At the top, there is a header with a back arrow and the text 'My Items'. Below the header, there is a red square icon with a white envelope symbol. To the right of the icon, the text '#1001649: Campus Password Reset' and 'For Campus account password resets' is displayed. Below this, there is a navigation bar with three tabs: 'Details' (which is the active tab, indicated by a blue background), 'Notes (1)', and 'Attachments (0)'. The main content area is titled 'Service options' and contains two items with asterisks: 'Please enter account nkd26' and 'Please confirm your contact telephone number:'. The text 'UserID:' is also present under the first item, with a note below it stating 'This can be a personal or role account.'

- **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 as the previous one, but with a note added. The 'Notes (1)' tab is now active. A blue button labeled 'Add Note' is visible. A yellow speech bubble at the bottom of the page contains the text 'Service Request created' and 'Service Request created for category: Campus Password Reset, for user'. Below this, 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

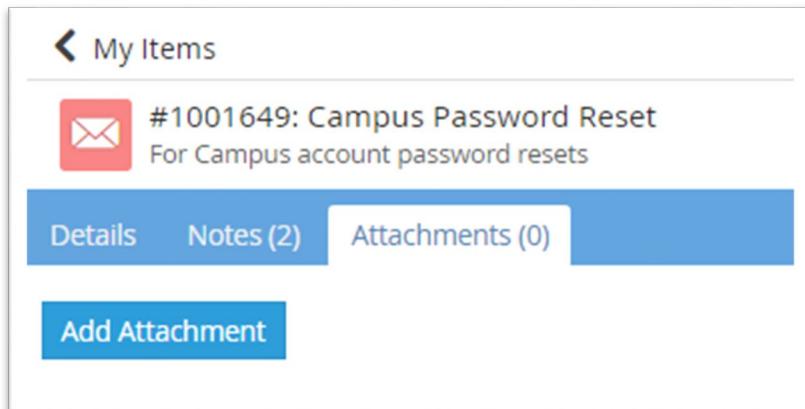
Can you please advise a new password asap. Thanks

nkd26 07/14/2021 4:47 PM

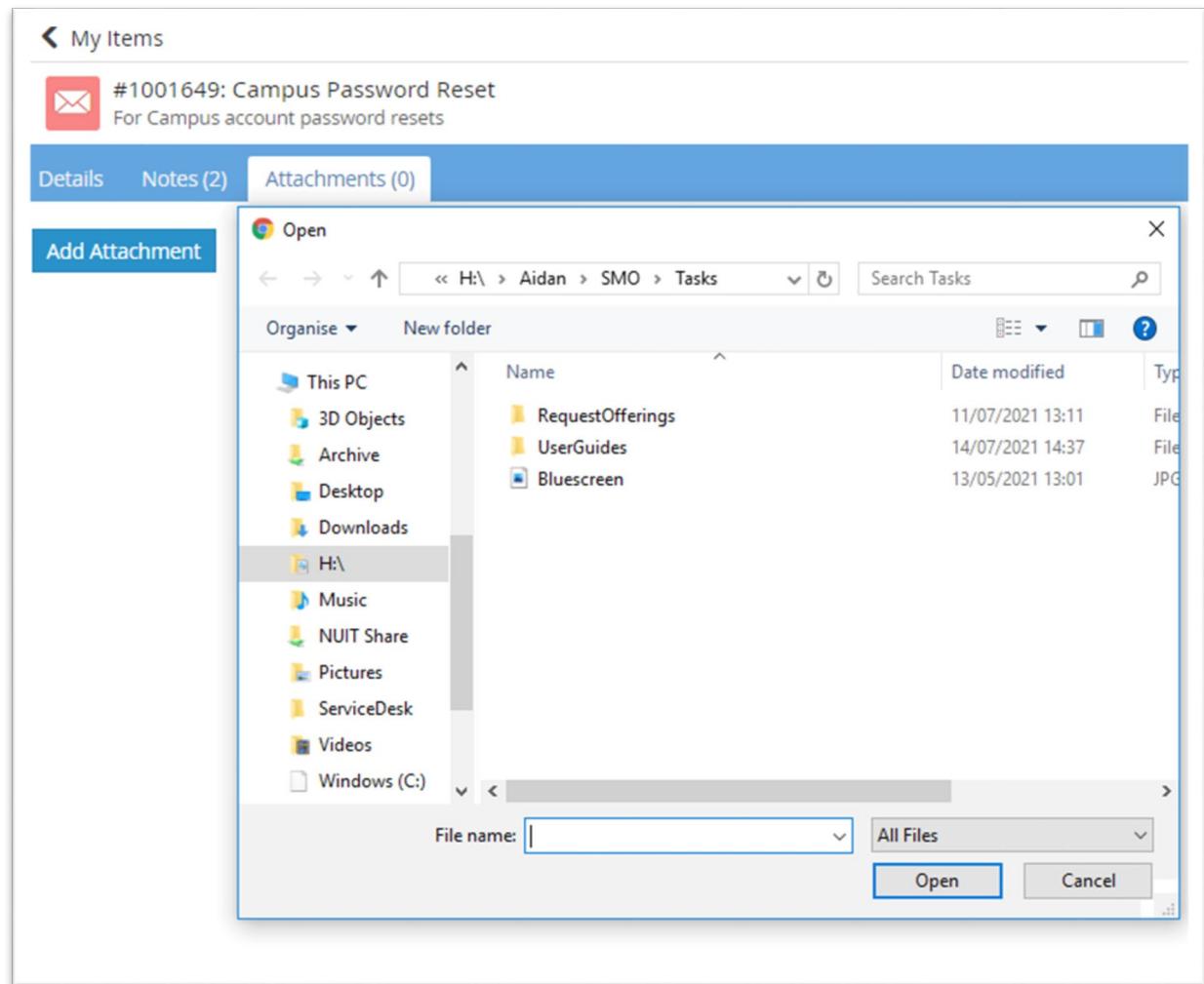
Service Request created
Service Request created for category: Campus Password Reset, for user

nkd26 07/14/2021 4:42 PM

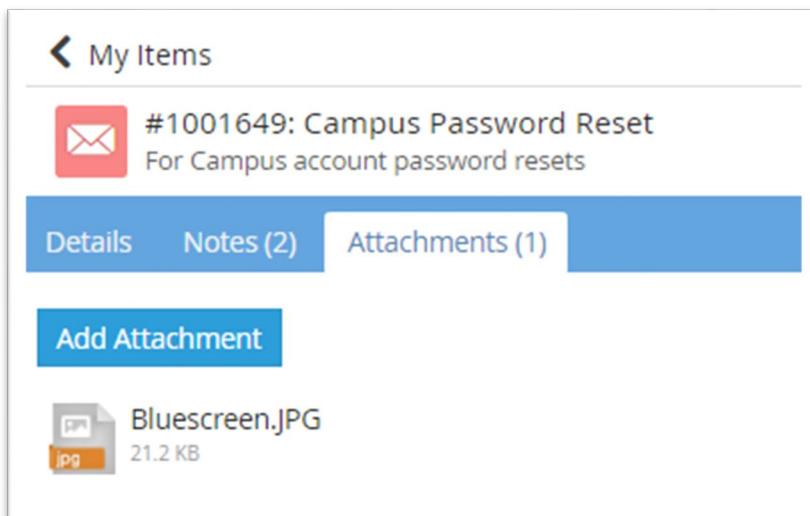
2.7 To add an attachment select **Attachments**:



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



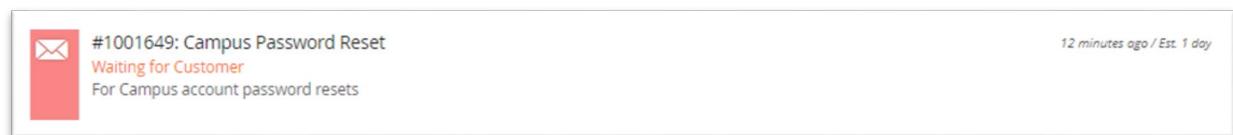
2.8 Select **Open** and the attachment is then added:



The screenshot shows the 'My Items' interface with a ticket list. The first ticket is selected, showing its details: #1001649: Campus Password Reset, For Campus account password resets. The ticket status is 'Waiting for Customer'. Below the ticket, there is an 'Add Attachment' button and a file named 'Bluescreen.JPG' (21.2 KB).

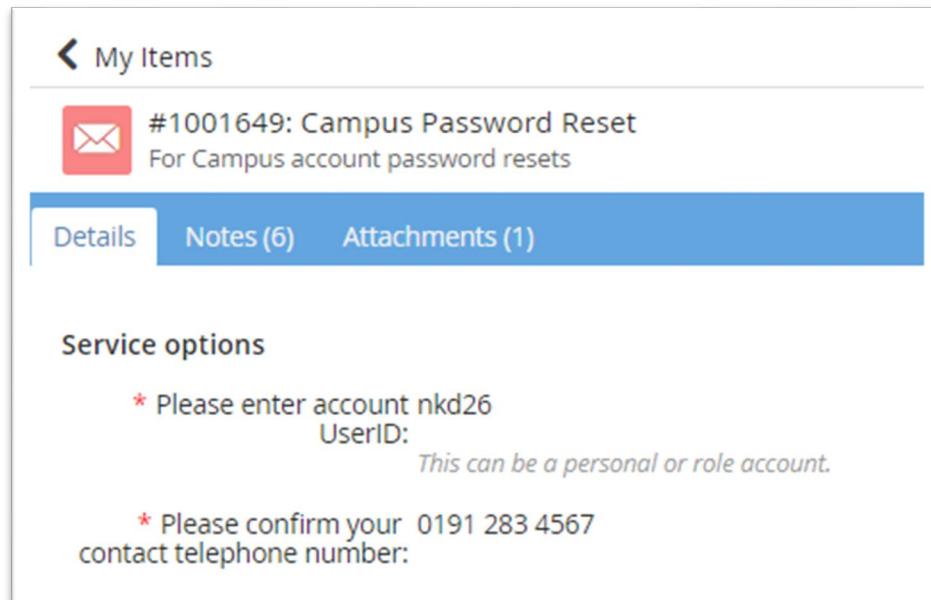
If NUIT require more information, they will put the request "With Customer".

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



The screenshot shows the 'My Items' interface with a ticket list. The first ticket is selected, showing its details: #1001649: Campus Password Reset, For Campus account password resets. The ticket status is 'Waiting for Customer'. The timestamp '12 minutes ago / Est. 1 day' is also visible.

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



The screenshot shows the 'My Items' interface with a ticket list. The first ticket is selected, showing its details: #1001649: Campus Password Reset, For Campus account password resets. The ticket status is 'Waiting for Customer'. The timestamp '12 minutes ago / Est. 1 day' is also visible. Below the ticket, there is a 'Service options' section with two fields:

- * Please enter account nkd26
UserID:
This can be a personal or role account.
- * Please confirm your 0191 283 4567
contact telephone number:

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:

The screenshot shows a ticket detail page with the following structure:

- Header:** My Items, #1001649: Campus Password Reset, For Campus account password resets.
- Tabs:** Details (selected), Notes (7), Attachments (1).
- Buttons:** Add Note.
- Notes:**
 - 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.