

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

### CREATING A NEW REQUEST

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#### Document Control

<b>Document name:</b>	NU Service Self-Service Portal – Creating a new Request
<b>Department/function:</b>	Service Delivery
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#### Version History

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**

Request Something

Search our catalogue of services

Log a request for an IT Service.

This displays the Service Catalogue:

Icon	Service Name	Description
Yellow play button	268 Photography and videography for promo & other purposes	Provides screening and production support for 268 Photography and videography for...
Printer icon	3D Printing Support	Printing Request for 3D Printing Support
Mobile phone icon	Academic Web Publishing	Web Publishing & Mobile Apps Changes to academic websites
Red document icon	Access Management - SmartCards	Estates & Buildings Applications Management of systems that provide users with p...
Blue Microsoft Office icon	Access to a Microsoft Application	Office 365 / Microsoft Office / Outlook Request access to an application that is not cu...
Blue Microsoft Office icon	Access to a SharePoint Site	Office 365 / Microsoft Office / Outlook Request access to an existing SharePoint site
Red document icon	Accommodation Management Services	Estates & Buildings Applications Management of Student Accommodation Services an...
Red document icon	Accommodation Repairs (mobile app Education/Advice)	Estates & Buildings Applications Request this service if you require education/a...
Green graduation cap icon	Achiever Sample Tracking Development	Specialist Academic (Teaching, Learning) Development of Biobank sample tracking system
Green graduation cap icon	Achiever Sample Tracking Support	Specialist Academic (Teaching, Learning) Support for Biobank sample tracking system
Red envelope icon	Active Directory - New M Account	User Access, Group Management, ... Request for a new NUIMED/NUIS Supervisor ID
Red envelope icon	Active Directory - New S Account	User Access, Group Management, ... Request for a new Campus Supervisor ID

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

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

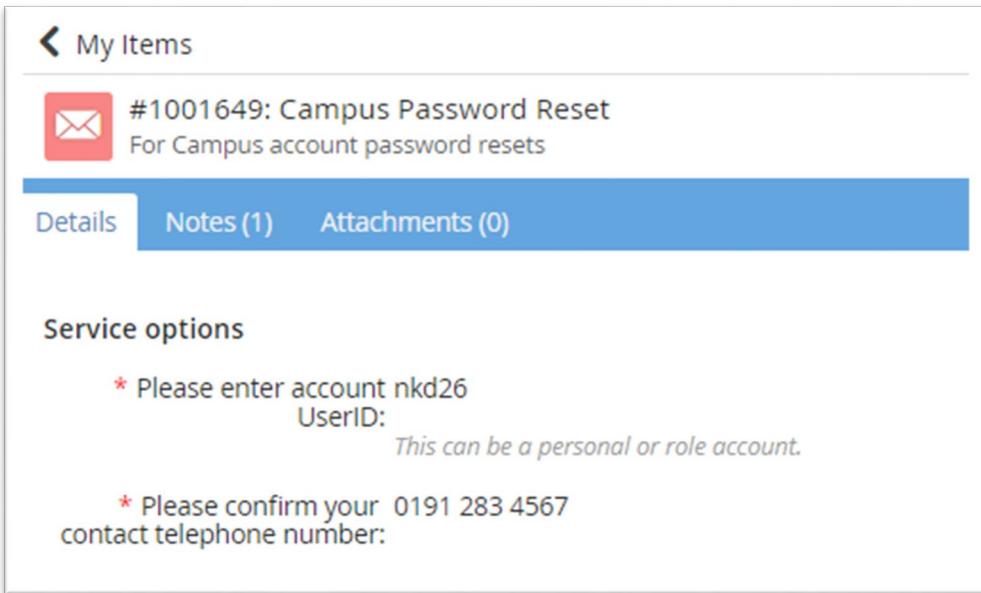
**2.2** Select the request that you want to view or update:



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

2 minutes ago / Est. 1 day

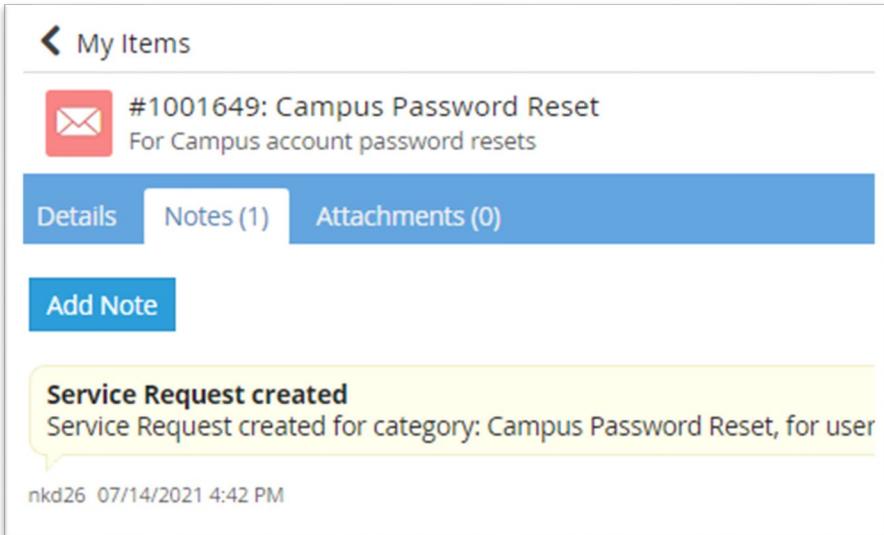
**2.3** This then displays the page below:



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

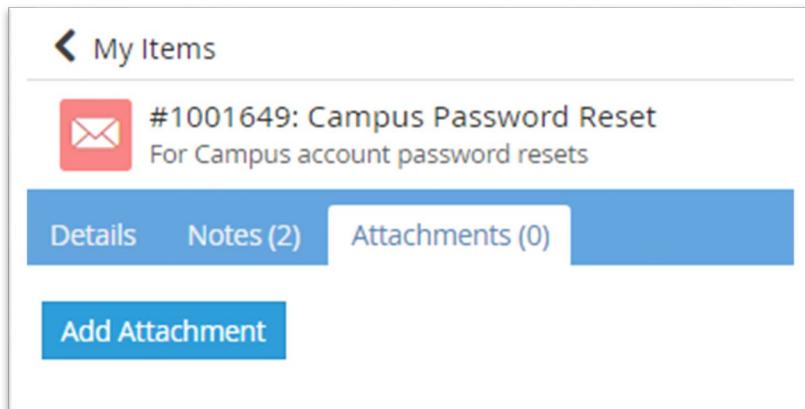
Can you please advise a new password asap. Thanks

nkd26 07/14/2021 4:47 PM

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

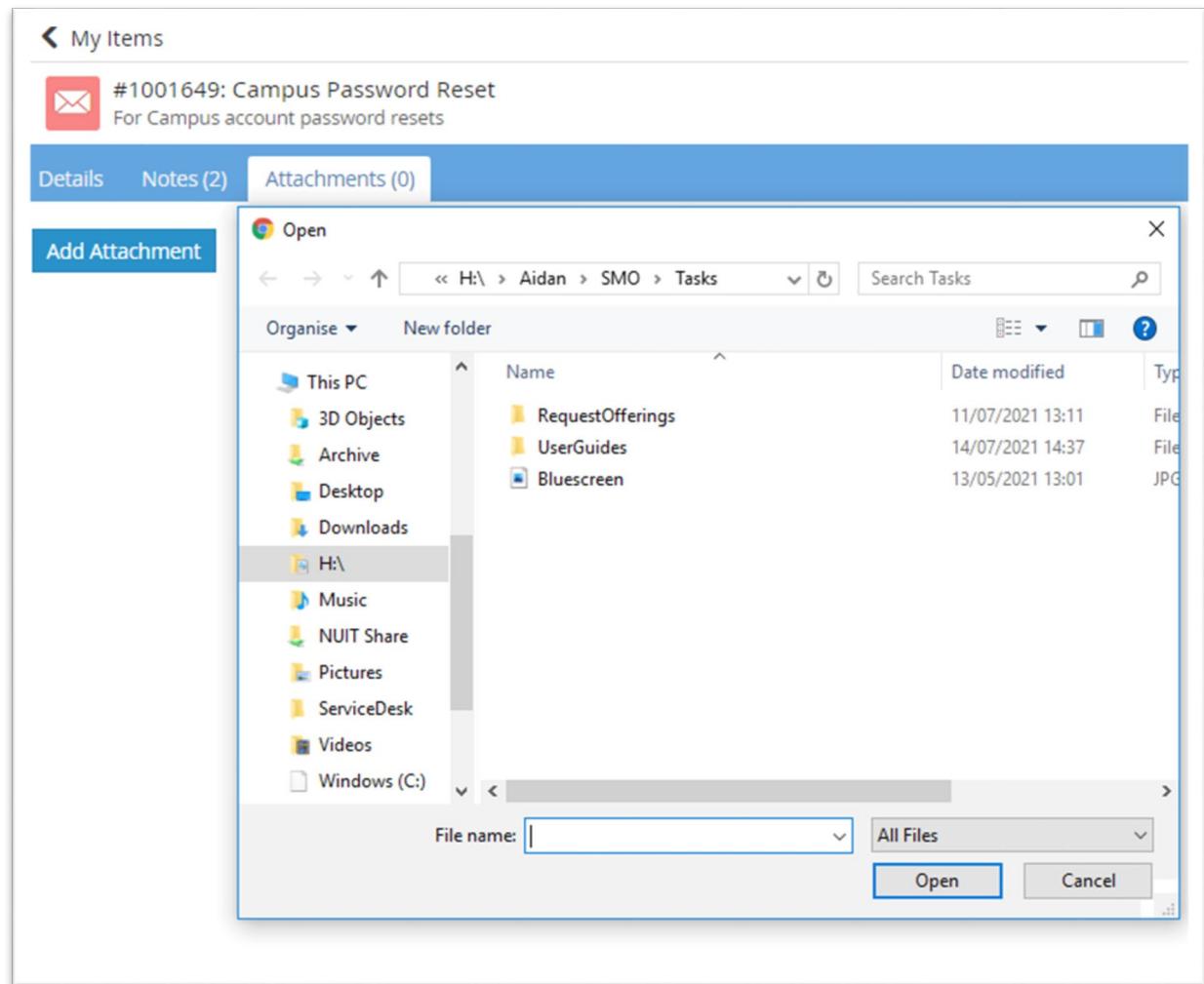
nkd26 07/14/2021 4:42 PM

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



The screenshot shows a software interface with a header 'My Items'. Below it is a list item: '#1001649: Campus Password Reset' with the subtext 'For Campus account password resets'. At the bottom of the list are three tabs: 'Details', 'Notes (2)', and 'Attachments (0)', with 'Attachments (0)' being the active tab. Below the tabs is a blue button labeled 'Add Attachment'.

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

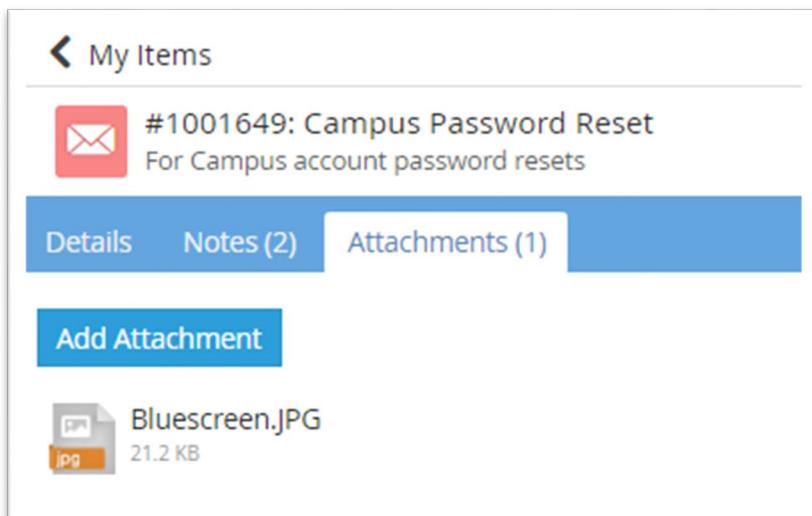


The screenshot shows a software interface with a header 'My Items'. Below it is a list item: '#1001649: Campus Password Reset' with the subtext 'For Campus account password resets'. At the bottom of the list are three tabs: 'Details', 'Notes (2)', and 'Attachments (0)', with 'Attachments (0)' being the active tab. Below the tabs is a blue button labeled 'Add Attachment'. A file dialog box titled 'Open' is displayed, showing a file list. The file list includes:

Name	Date modified	Type
RequestOfferings	11/07/2021 13:11	File
UserGuides	14/07/2021 14:37	File
Bluescreen	13/05/2021 13:01	JPG

The file dialog also shows a sidebar with 'Organise' and 'New folder' options, and a bottom section with 'File name:' and 'Open' buttons.

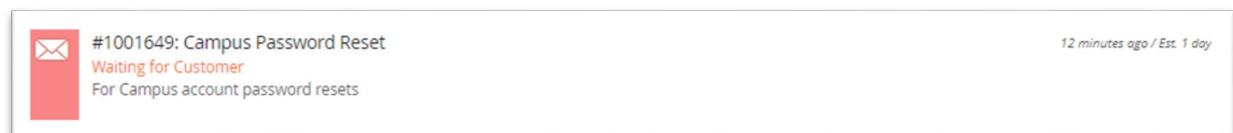
**2.8** Select **Open** and the attachment is then added:



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).

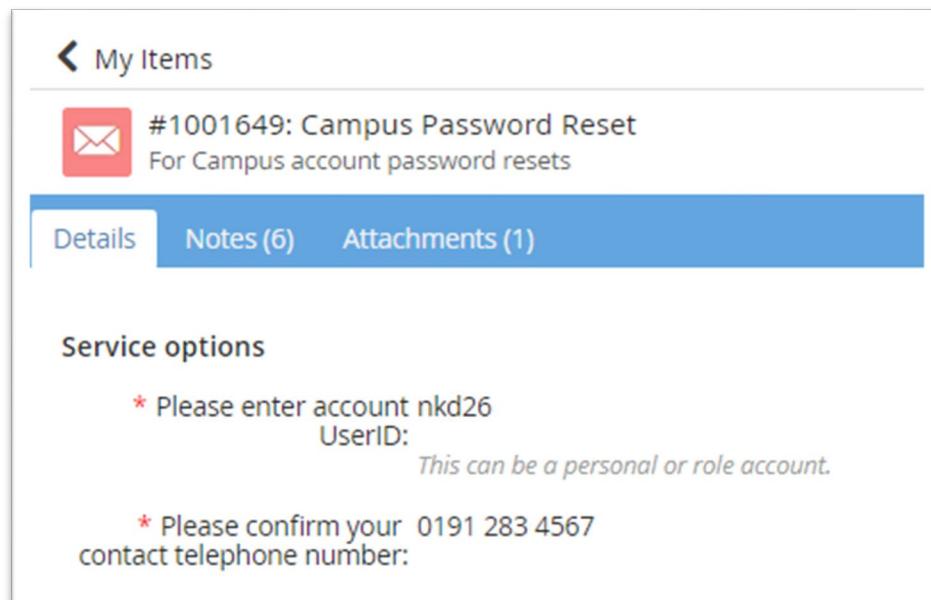
If NUIT require more information, they will put the request "With Customer".

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 required fields: 'Please enter account nkd26' and 'Please confirm your contact telephone number: 0191 283 4567'. A note states 'This can be a personal or role account.'

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.