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

<table>
<thead>
<tr>
<th>Document name:</th>
<th>NU Service Self-Service Portal – Creating a new Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department/function:</td>
<td>Service Delivery</td>
</tr>
<tr>
<td>Effective from:</td>
<td>July 2021</td>
</tr>
<tr>
<td>Next review date:</td>
<td>July 2022</td>
</tr>
</tbody>
</table>

Version History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Author</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>July 21</td>
<td>A Fay</td>
<td>Created</td>
</tr>
</tbody>
</table>
1. CREATING A NEW REQUEST USING THE SELF SERVICE PORTAL

1.1 From the homepage select **Request Something**

![Request Something](image1)

Search our catalogue of services
Log a request for an IT Service.

This displays the Service Catalogue:

![Service Catalogue](image2)

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

![Password Reset](image3)
1.3 Click on the item and it will then display the customised Request Form:

1.4 Enter the required details:

1.5 Click **Review & Submit**
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 message]

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:

![Request details]
2.3  This then displays the page below:

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

![Add Note screenshot](image)

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

![Submit screenshot](image)
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**:
Click **Add Note** and enter required details:

- **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 ticket is then back with NUIT and no longer with customer.