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

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<td>Department/function:</td>
<td>Service Delivery</td>
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<tr>
<td>Effective from:</td>
<td>July 2021</td>
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Version History

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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:

![Image of Service Catalog: Campus Password Reset]

1.4  Enter the required details:

![Image of Service Catalog: Campus Password Reset with filled details]

1.5  Click **Review & Submit**

![Image of Service Request: Campus Password Reset]
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:

[Image showing a message with options: View My Items, View Created Request, Return to Service Catalog.]

2. **VIEWING & UPDATING A LOGGED REQUEST**

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

[Image showing My Tickets with options to check ticket status and review submitted issues and requests.]

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

[Image showing a ticket titled #1001649: Campus Password Reset with details of the request.]
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:

![Image of Add Note and Service Request created dialog boxes]

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

![Image of Service Request created dialog box with added note and details]
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**: 

![Image of ticket details with notes and messages](image-url)
Click **Add Note** and enter required details:
Click **Submit** and the note is then added:

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