

NEWCASTLE UNIVERSITY IT SERVICE

NU Service Self Service User Guide

Creating a New Request

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Document Control

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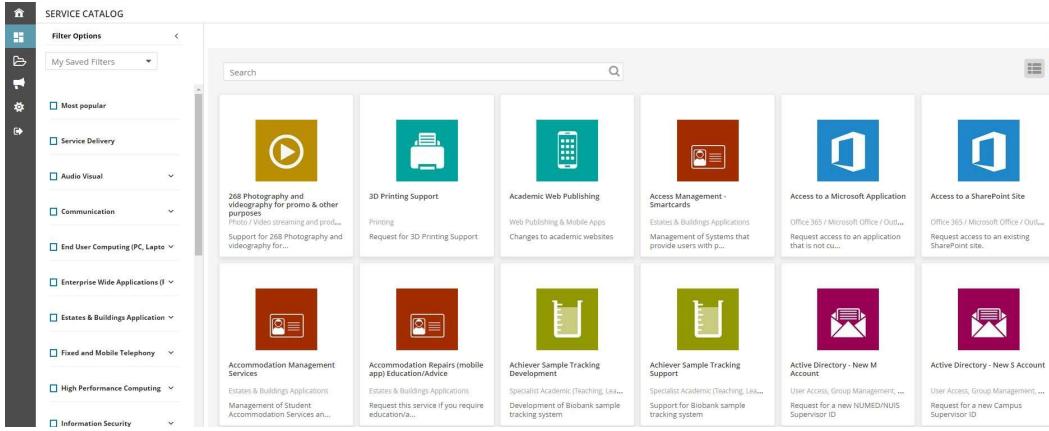
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Creating a New Request

1. From the NU Service homepage, select 'Request Something'. This will display the Service Request Catalogue. The Service Request Catalogue is made up of categories from which you select the one most suitable to your request.

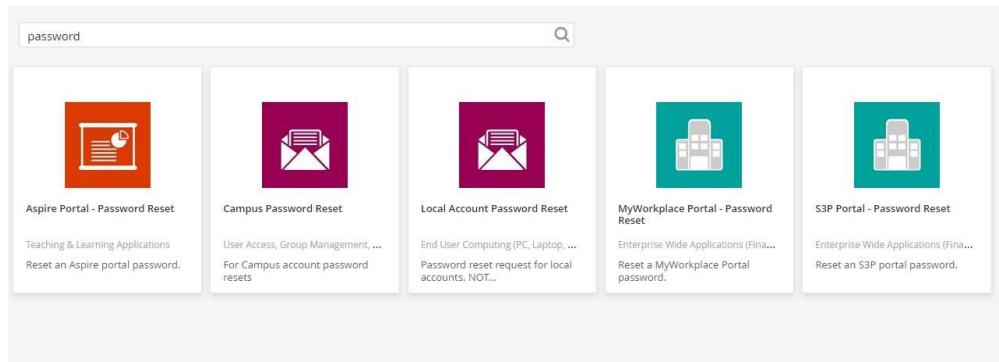


The screenshot shows the 'SERVICE CATALOG' interface. On the left, a vertical sidebar contains a 'Filter Options' section with a dropdown for 'My Saved Filters' and a list of service categories: Most popular, Service Delivery, Audio Visual, Communication, End User Computing (PC, Laptop), Enterprise Wide Applications (I), Estates & Buildings Application, Fixed and Mobile Telephony, High Performance Computing, and Information Security. The main area displays a grid of service categories with icons and brief descriptions:

| Category | Description |
|--|---|
| 268 Photography and videography for promo & other purposes | Photo / Video streaming and production Support for 268 Photography and videography... |
| 3D Printing Support | Printing Request for 3D Printing Support |
| Academic Web Publishing | Web Publishing & Mobile Apps Changes to academic websites |
| Access Management - Smartcards | Estate & Buildings Applications Management of systems that provide users with p... |
| Access to a Microsoft Application | Office 365 / Microsoft Office / Outlook Request access to an application that is not cu... |
| Access to a SharePoint Site | Office 365 / Microsoft Office / Outlook Request access to an existing SharePoint site. |
| Accommodation Management Services | Estate & Buildings Applications Management of Student Accommodation Services an... |
| Accommodation Repairs (mobile app) | Estate & Buildings Applications Request this service if you require educationa... |
| Achiever Sample Tracking Development | Specialist Academic (Teaching, Learning & Development) Biobank sample tracking system |
| Achiever Sample Tracking Support | Specialist Academic (Teaching, Learning & Development) Support for Biobank sample tracking system |
| Active Directory - New M Account | User Access, Group Management, ... Request for a new NUMED/NUS Supervisor ID |
| Active Directory - New S Account | User Access, Group Management, ... Request for a new Campus Supervisor ID |

2. To find the most suitable category, a user has a variety of options that they can use.

- a) **Search Box.** Enter a keyword and hit enter. The relevant categories will be displayed.



The screenshot shows the search results for the keyword 'password'. The search bar at the top contains 'password'. Below it, a grid of service categories is displayed:

| Category | Description |
|-------------------------------------|---|
| Aspire Portal - Password Reset | Teaching & Learning Applications Reset an Aspire portal password. |
| Campus Password Reset | User Access, Group Management, ... For Campus account password resets |
| Local Account Password Reset | End User Computing (PC, Laptop, ... Password reset request for local accounts. NOT... |
| MyWorkplace Portal - Password Reset | Enterprise Wide Applications (Fina... Reset a MyWorkplace Portal password. |
| S3P Portal - Password Reset | Enterprise Wide Applications (Fina... Reset an S3P portal password. |

- b) **Left-Hand Menu.** The categories are arranged into 22 groups. These groups are visible in the left-hand menu. Click on a box to the left of a group name and this will display only the categories within this group. Users can further filter by deselecting the subgroups which are irrelevant.

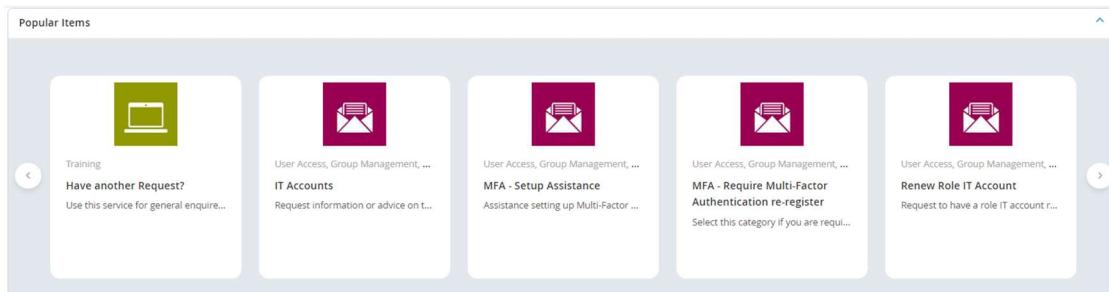


The screenshot shows the left-hand menu with collapsed groups and an expanded group 'Networks (Fixed and WiFi) & Cabling'. The expanded group shows three sub-options: Cabling Service, Network access - Wireless, and Network Configuration Changes. To the right, a grid of service categories is displayed:

| Category | Description |
|---|--|
| Networks (Fixed and WiFi) & Cabling | Request coordination of the installation... |
| Network Cable Installation | Request this service if you require insta... |
| Network Configuration Changes | Request changes or amendments to th... |
| Wireless configuration - Set up or Advice | Request this service for advice on conn... |

- c) **Browsing.** The Catalogue is sorted alphabetically. Users may scroll down the list of categories and browse to the suitable category.

- d) **Popular Items.** The most popular categories within the Service Request Catalogue will populate the 'Popular Items' carousel. Select the down arrow to view them.



3. Click on the category and it will display the customised Request Form which will capture the relevant information specific for that category.

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:

4. Complete the Request Form. Fields which are marked with * are mandatory.

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:

5. Once the form is complete, click the 'Review & Submit' button.

6 . Click Submit to proceed to log the request or Edit to change the details.

Service Request: Campus Password Reset

Campus Password Reset
For Campus account password resets

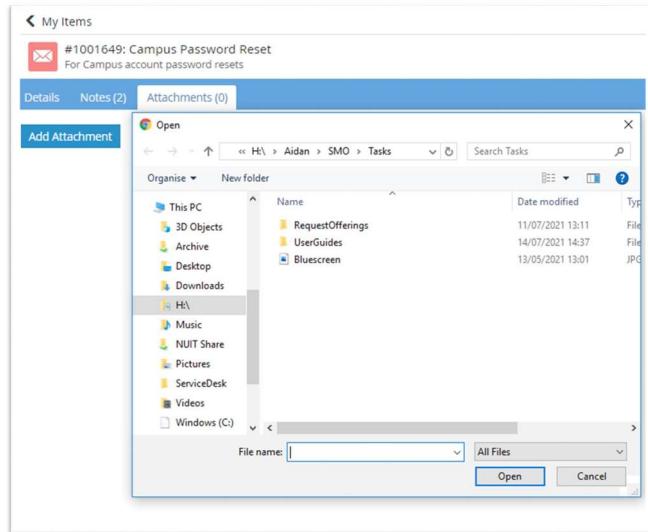
Service options

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

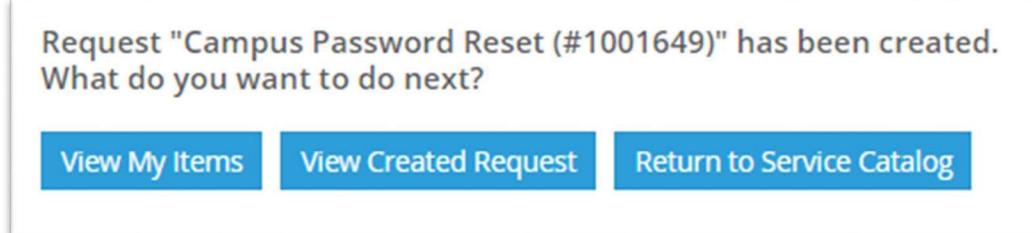
* Please confirm your 0191 283 4567
contact telephone number:

7. Once submitted, the user will receive a message advising of a request number. The user will also receive

an email with the unique Request Number.

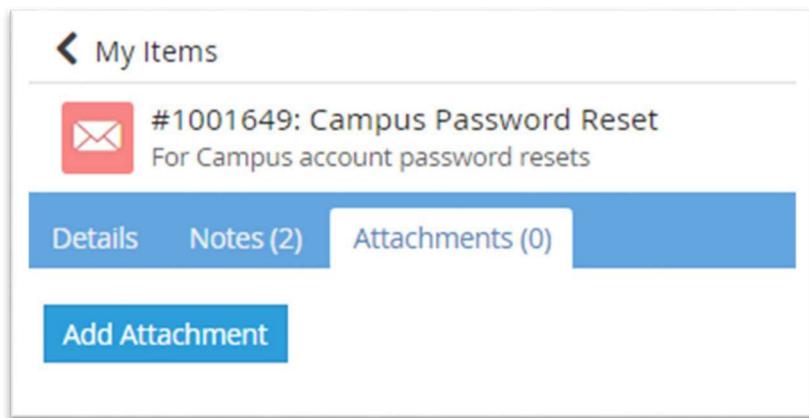


From the popup the user can view submitted tickets (View My Items), review the request that has just been submitted (View Created Request) or return to the Service Request Catalogue.



Adding an Attachment to a Ticket

1. Click the Attachments tab. The screen will look like this:



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

3. Select the file that you want to attach and click Open. The attachment is then uploaded to the ticket.

◀ My Items



#1001649: Campus Password Reset

For Campus account password resets

Details

Notes (2)

Attachments (1)

Add Attachment



Bluescreen.JPG



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