

# NEWCASTLE UNIVERSITY IT SERVICE

## NU Service

## Self Service User Guide

### Creating a New Request

#### Contents

Creating a New Request .....	2
Adding an Attachment to a Ticket.....	4

#### Document Control

<b>Document Name</b>	NU Service – Self Service User Guide: Creating a New Request
<b>Directorate/Team:</b>	Service Delivery/Service Management
<b>Effective From:</b>	17 July 2024
<b>Next Review Date:</b>	17 July 2025

#### Version History

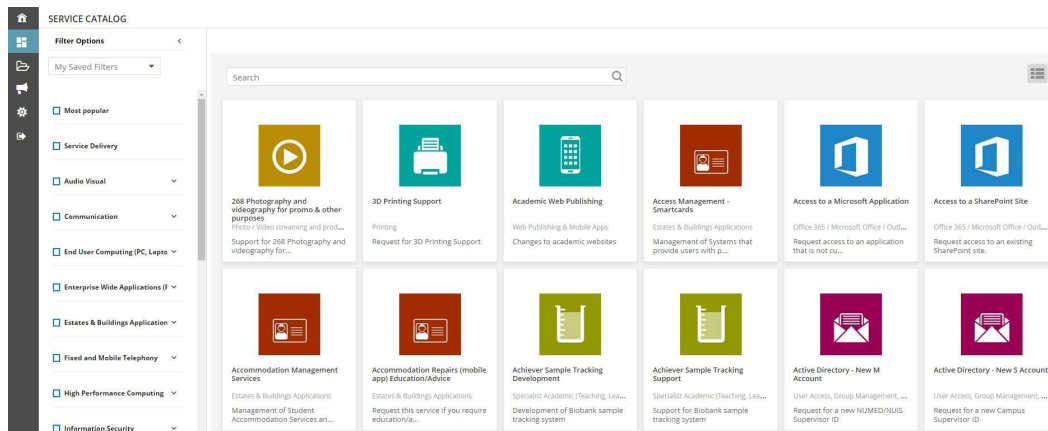
Version	Date	Update by	Reason for/Summary of update
2.0	June 2024	P Gray	Transferred to new template and updated with new screenshots

#### Document Approvers

NUIT Team	Job Title	Name	Signature	Date
Service Management	IT Service Manager	Penney Gray	<i>P.A Gray</i>	26.06.24

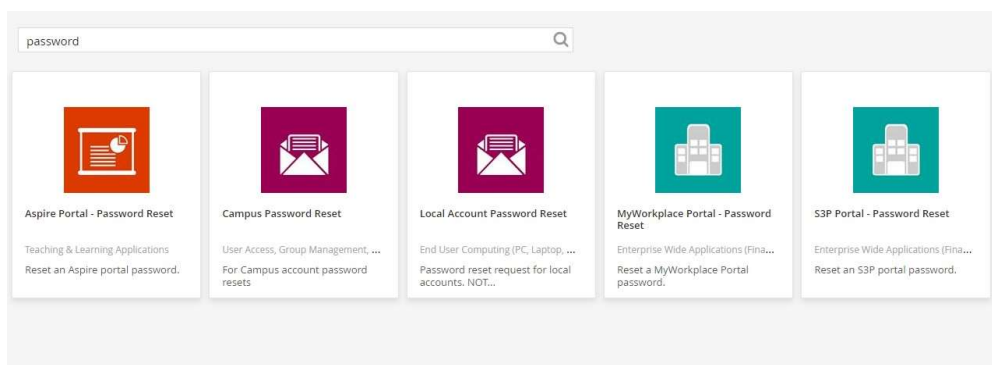
## Creating a New Request

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.

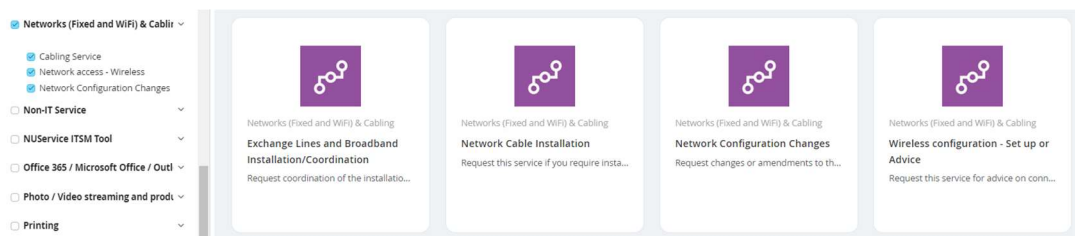


2. To find the most suitable category, a user has a variety of options that they can use.

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

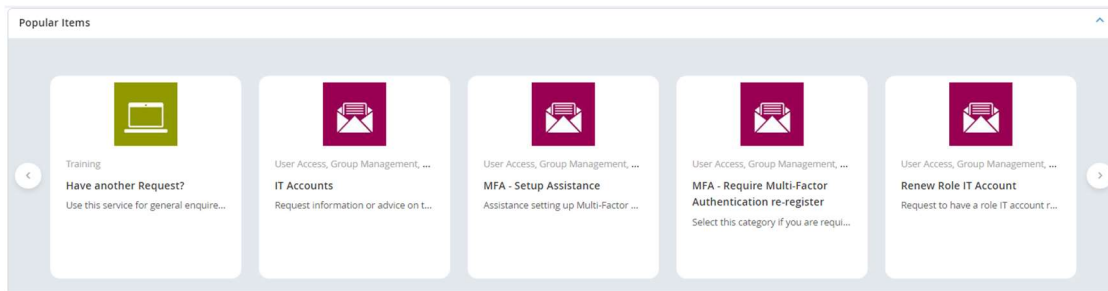


b) **Left-Hand Menu.** The categories are arranged into 22 groups. These groups are visible in the left-hand menu. Click on a box to the left of a group name and this will display only the categories within this group. Users can further filter by deselecting the subgroups which are irrelevant.



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.

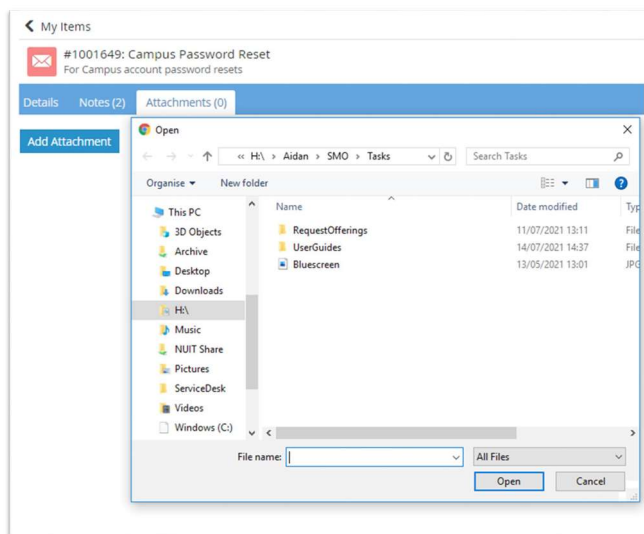
4. Complete the Request Form. Fields which are marked with \* are mandatory.

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

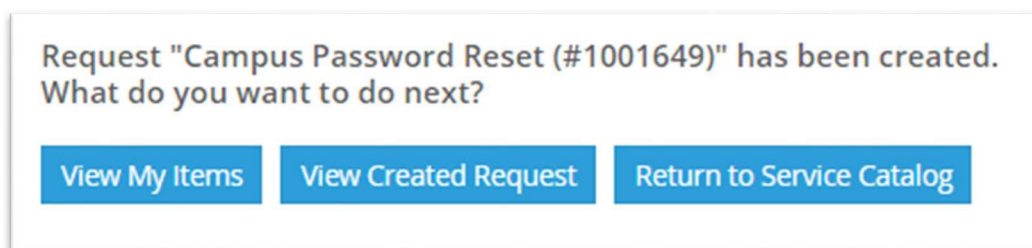
6 . Click Submit to proceed to log the request or Edit to change the details.

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.

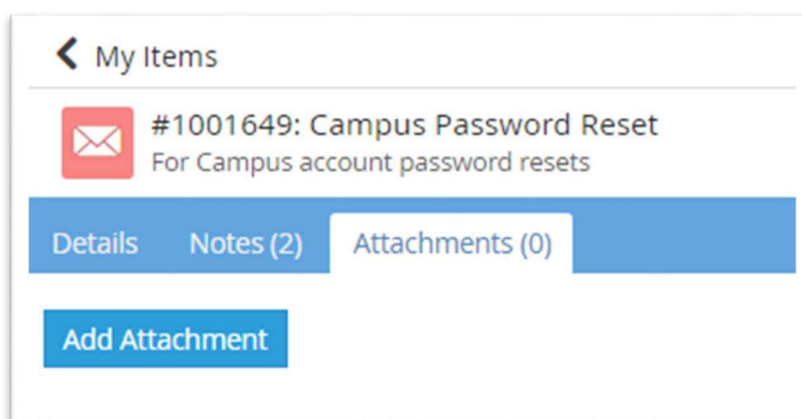


From the popup the user can view submitted tickets (View My Items), review the request that has just been submitted (View Created Request) or return to the Service Request Catalogue.



## 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

21.2 KB