

NEWCASTLE UNIVERSITY IT SERVICE

NU Service Self Service User Guide

Logging an Issue/Problem

Contents

| | |
|-------------------------------|---|
| Logging a New Problem/Issue | 2 |
| Cancelling an Incident Ticket | 4 |
| Reopening an Incident Ticket | 4 |

Document Control

| | |
|-------------------|--|
| Document Name | NU Service – Self Service User Guide: Logging an Issue/Problem |
| Directorate/Team: | Service Delivery/Service Management |
| Effective From: | 17 July 2024 |
| Next Review Date: | 17 July 2025 |

Version History

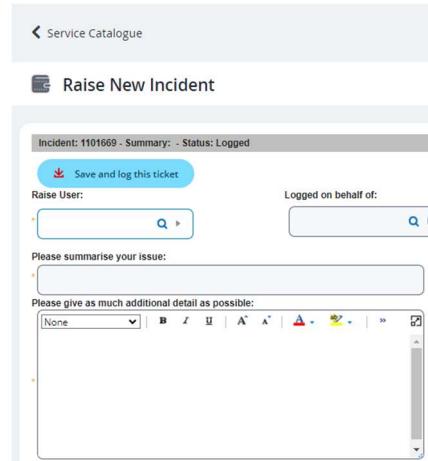
| Version | Date | Update by | Reason for/Summary of update |
|---------|-----------|-----------|---|
| 2.0 | June 2024 | P Gray | Moved to new template and updated screenshots |
| | | | |

Document Approvers

| NUIT Team | Job Title | Name | Signature | Date |
|--------------------|--------------------|-------------|-----------|----------|
| Service Management | IT Service Manager | Penney Gray | P.A.Gray | 26.06.24 |

Logging a New Problem/Issue

1. From the NU Service homepage select Something Broken? This will display the Raise New Incident Form. Any field marked with a * is mandatory.



2. There may be an occasion where you need to log a ticket on behalf of someone else due to them not being able to log in to NU Service. If this is the case, enter their details in the "Logged on behalf of:" box. (you can search by name or login ID). Otherwise leave this field empty.

3. Enter a Summary and a detailed Description. It is possible to copy and paste screenshots, emails etc. directly into the description box.

4. If there is a specific error message, enter that message/code into the field.

If you are getting an error message, please enter it here:

5. Using the drop-down menu, select your current location.

Your current location:

6. Using the drop-down menu, select your Faculty/Area.

Your faculty:

7. Using the drop-down menu, select how many users are affected by the issue. If you are aware that it is only yourself, select 'Single'.

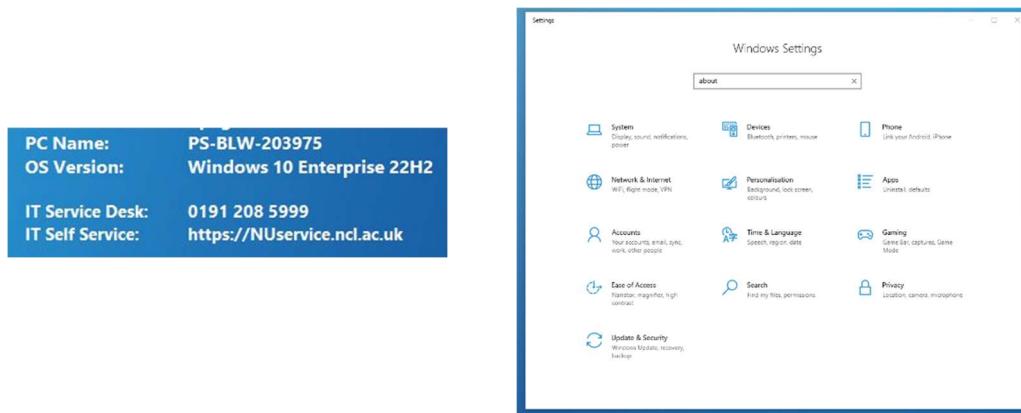
How many users are affected?

8. Select the best method for a member of NUIT to contact you via the drop-down menu and provide your preferred contact time(s), e.g., mornings, Mon-Thurs only etc.

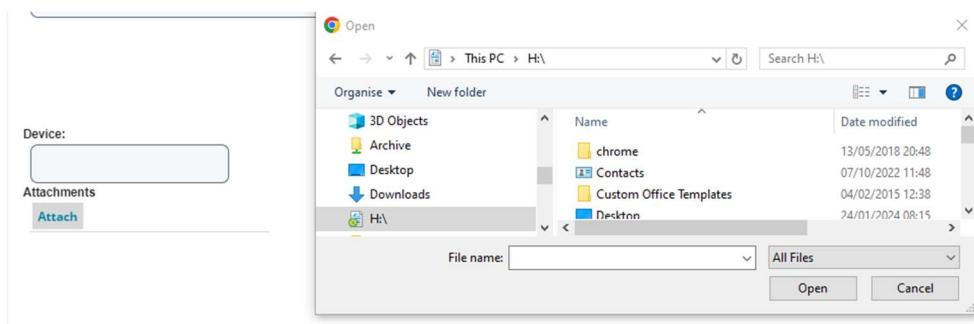
What is the best contact method for you?

Please state your preferred contact times:

9. If the device is University-managed, it will have a unique ID. This can be found on the desktop wallpaper or clicking on the Windows icon, clicking on the cog icon (Settings) and searching for 'about'.



10. To add an attachment, select Attach, then browse to the file, select the relevant file and click Open. The file is now attached to the ticket.



11. Click 'Save and log this ticket' to log the ticket.

12. You will receive a message as below confirming the Incident has been logged:

Request "PC will not start up/displaying a bluescreen (#1001645)" has been created.
What do you want to do next?

[View My Items](#)

[View Created Request](#)

[Return to Service Catalog](#)

Cancelling an Incident Ticket

There will be occasions where the incident ticket is no longer required. For example, if you have resolved the problem yourself. As a user you can close an incident ticket.

1. From the homepage click **My Tickets** and select the Incident that you wish to close.
2. The incident ticket will open.
3. Click on **Mark ticket as complete**.



4. There will be a note added to the ticket and the status of the ticket will change to complete.

Resolution:
User marked incident as complete

Reopening an Incident Ticket

There will be occasions where an incident ticket has been closed but the incident has not been resolved. In these instances, the ticket can be reopened within a period of 5 days.

1. From the homepage click **My Tickets** and select the Incident that you wish to close.
2. The incident ticket will open.
3. Click on 'Reopen this Ticket' and a dialogue box will open, requesting a reason for the reopening of the ticket.

Reopen this ticket

4. There will be a note added to the ticket and the status of the ticket will change to Active.