

NEWCASTLE UNIVERSITY IT SERVICE

NU Service Self Service User Guide

Self Service Portal Overview

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Document Control

Document Name	NU Service – Self Service User Guide: Self Service Portal Overview
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
1.0	June 2024	P Gray	Transferred to new template and updated screenshots

Document Approvers

NUIT Team	Job Title	Name	Signature	Date
Service Management	IT Service Manager	Penney Gray		26.06.24

Accessing the Self Service Portal

Log in using your normal campus username and password at: <https://nuservice.ncl.ac.uk>.

Alternatively, users may log in via the following routes:

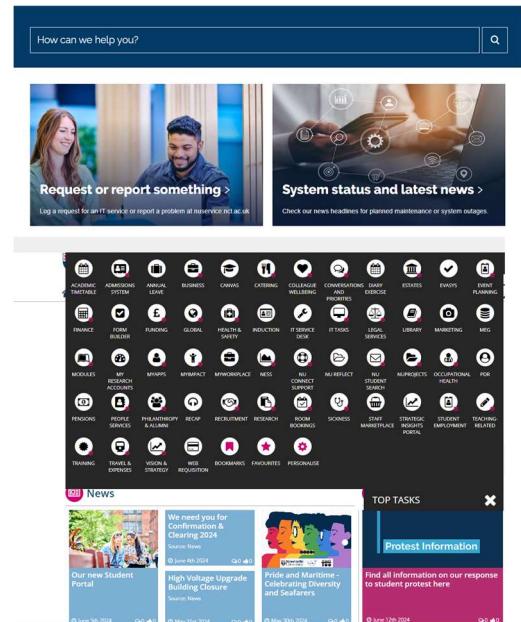
The NUIT Webpage

Access via clicking on the 'Request or Report Something' on the NUIT homepage



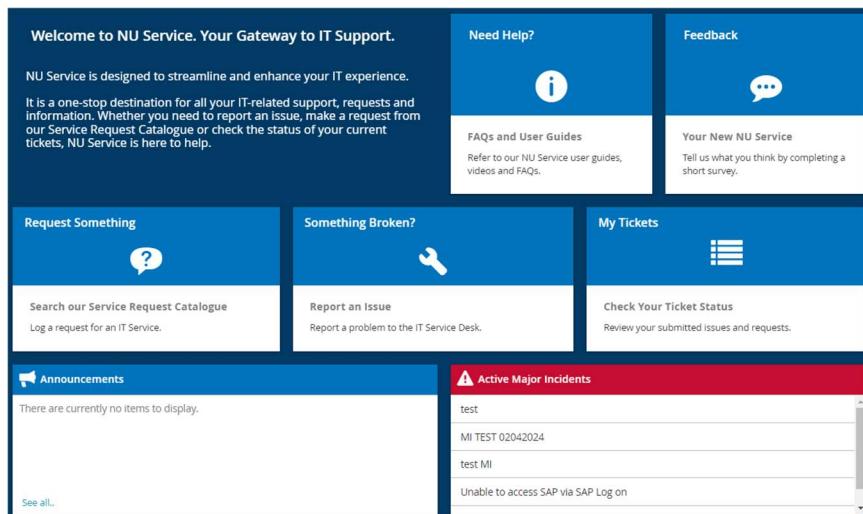
The Staff Homepage

Access via selecting the 'IT Service Desk' icon within the Top Tasks menu



NU Service Homepage

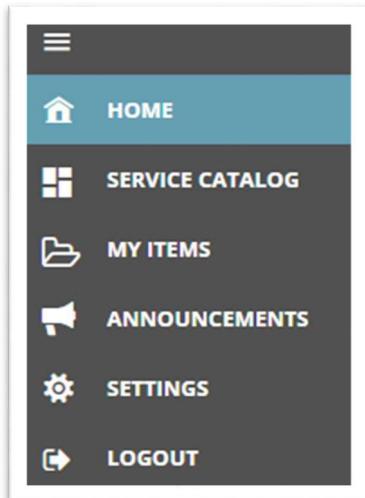
1. The homepage is displayed when successfully logged in to NU Service.



The screenshot shows the NU Service homepage. At the top, a banner reads "Welcome to NU Service. Your Gateway to IT Support." Below this, a section titled "NU Service is designed to streamline and enhance your IT experience. It is a one-stop destination for all your IT-related support, requests and information. Whether you need to report an issue, make a request from our Service Request Catalogue or check the status of your current tickets, NU Service is here to help." To the right, there are three boxes: "Need Help?" (with a blue info icon), "Feedback" (with a white speech bubble icon), and "FAQs and User Guides" (with a blue info icon). Below these are three main service categories: "Request Something" (with a blue question mark icon), "Something Broken?" (with a blue wrench icon), and "My Tickets" (with a blue list icon). Each category has a sub-section: "Request Something" has "Search our Service Request Catalogue" and "Log a request for an IT Service"; "Something Broken?" has "Report an Issue" and "Report a problem to the IT Service Desk"; "My Tickets" has "Check Your Ticket Status" and "Review your submitted issues and requests." At the bottom left is an "Announcements" section with a blue megaphone icon, stating "There are currently no items to display." At the bottom right is a red box titled "Active Major Incidents" with a blue warning icon, listing several incidents: "test", "MI TEST 02042024", "test MI", and "Unable to access SAP via SAP Log on".

Request Something	Allows users to log a request by searching or browsing through our Service Request Catalogue
Something Broken?	Enables users to report an issue or problem
My Tickets	Shows a users' current and past tickets, allowing them to search, update and close.
News	Notices made by NUIT which may be an announcement of planned work, downtime etc.
Major Incidents	Notices made by NUIT relating to an ongoing Major Incident.
Help	Provides links to useful user guides, videos and FAQs for NU Service

2. The left-hand menu shows the options. A description can be viewed by clicking the  button.



The screenshot shows the left-hand menu of the NU Service application. It includes a "HOME" button, a "SERVICE CATALOG" button, a "MY ITEMS" button, an "ANNOUNCEMENTS" button, a "SETTINGS" button, and a "LOGOUT" button. To the right of the menu is a table mapping these buttons to their descriptions:

Home	Returns you to the landing page
Service Catalogue	Allows users to log a new request by searching or browsing through our Service Request Catalogue
My Items	Shows a users' current and past tickets, allowing them to search, update and close.
News	Notices made by NUIT which may be an announcement of planned work, downtime etc.
Ongoing Major Incident	Notices made by NUIT relating to an ongoing Major Incident.
Settings	Allows the user to change the language of NU Service
Logout	Logs the user out of the system

3. The red box at the bottom right of the page shows announcements of any major incidents currently open. Clicking on a specific announcement will show more details.

Making a Request

Detailed instructions on how to browse the Service Request Catalogue and to make a request can be found in the specific user guide, 'Creating a New Request'.

Reporting a Problem

Detailed instructions on how to report a problem or issue can be found in the specific user guide, 'Logging an Incident'.

Tracking Your Tickets

Your ticket history can be viewed by selecting 'Your Tickets' from the NU Service homepage.

You can sort the list either by ticket status/type (e.g., open, closed, all, incident, service request etc.), ticket information (e.g., ID, summary, type, urgency etc.) and either ascending or descending.

Detailed instructions on how to add a note or further information to an existing ticket can be found in the user guide, 'Viewing and Updating a Ticket'.

News

Any news items will be posted within this section on the NU Service homepage.

You may find out further information on a particular news item by clicking on it.

Active Major Incidents

Any active Major Incidents will be posted within this section on the NU Service homepage.

You may find out further information on a particular news item by clicking on it.

If you are affected by the major incident if you click 'I'm affected by this issue'. This action will add you to list of users affected by the Major Incident ticket without you needing to contact the Service Desk or raise a separate ticket.