

# NEWCASTLE UNIVERSITY IT SERVICE

## NU Service

## Self Service User Guide

### Self Service Portal Overview

#### Contents

Accessing the Self Service Portal	2
NU Service Homepage	3
Making a Request	4
Reporting a Problem	4
Tracking Your Tickets	4
News	4
Active Major Incidents	4

#### Document Control

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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	<i>P.A Gray</i>	26.06.24

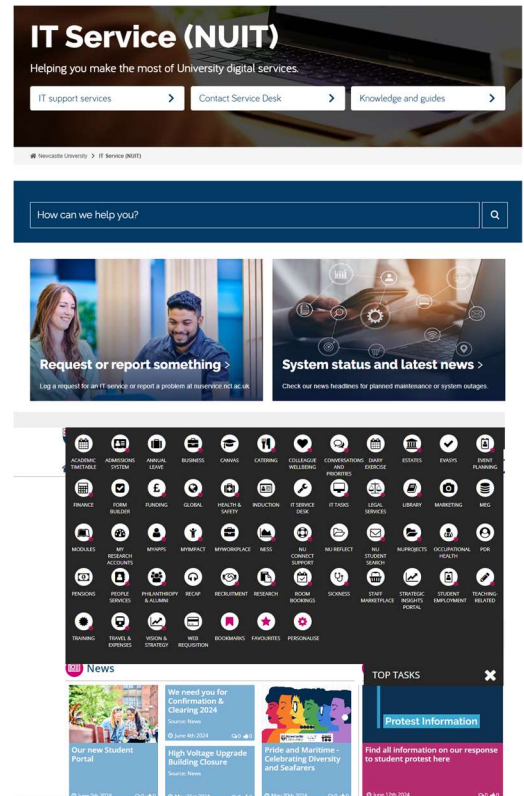
## Accessing the Self Service Portal

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

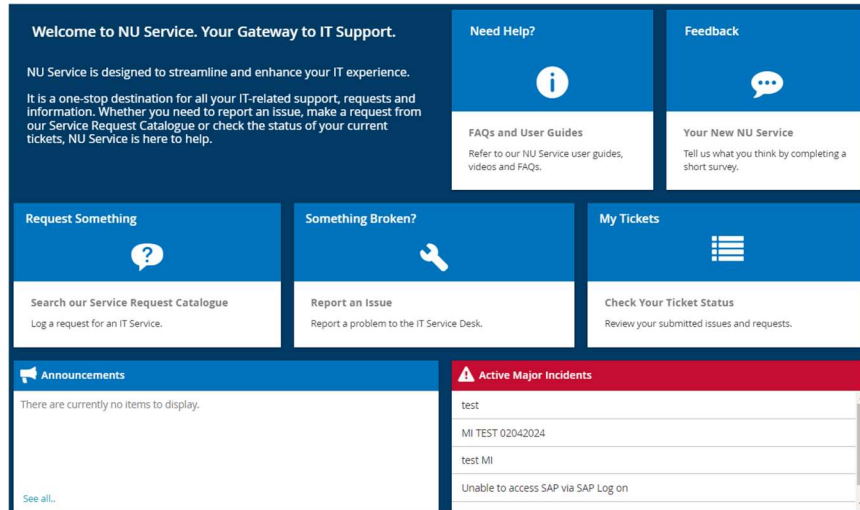


### The Staff Homepage

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

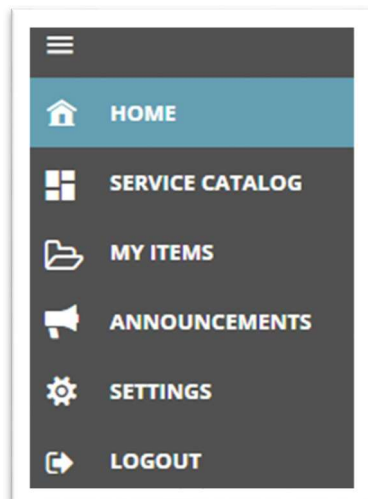
## NU Service Homepage

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



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



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

