

NEWCASTLE UNIVERSITY IT SERVICE

NU Service

Self Service User Guide

Searching the Service Request Catalogue

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Document Control

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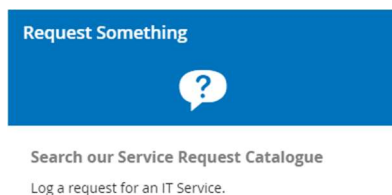
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NUIT Team	Job Title	Name	Signature	Date
Service Management	IT Service Manager	Penney Gray	<i>P.A Gray</i>	26.06.24

Keyword Searching

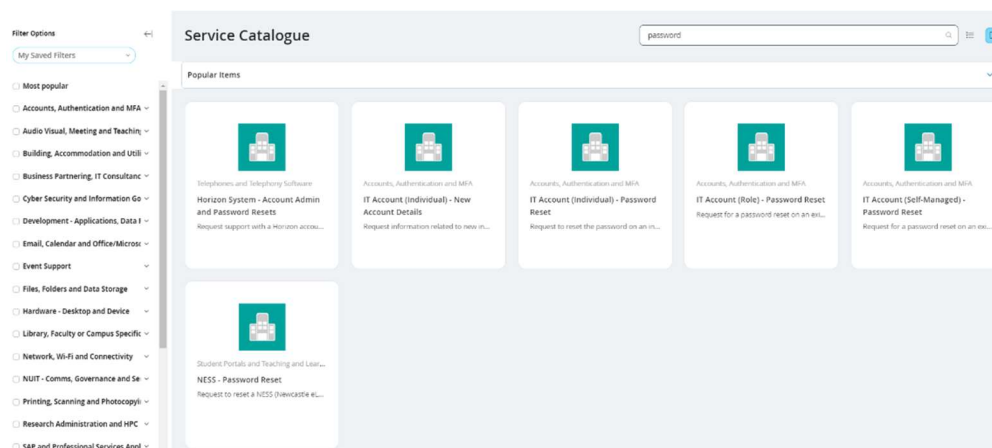
1. From the NU Service homepage, select '**Request Something**'. This will display the Service Request Catalogue.



2. At the top, right side of the page there is a search bar. Enter a keyword into this search bar.



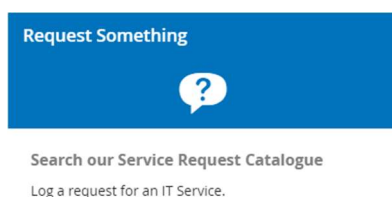
3. The display will change, and a list of categories will appear which are relevant to your search. As an example, the screenshot below shows the search using the keyword 'password'.



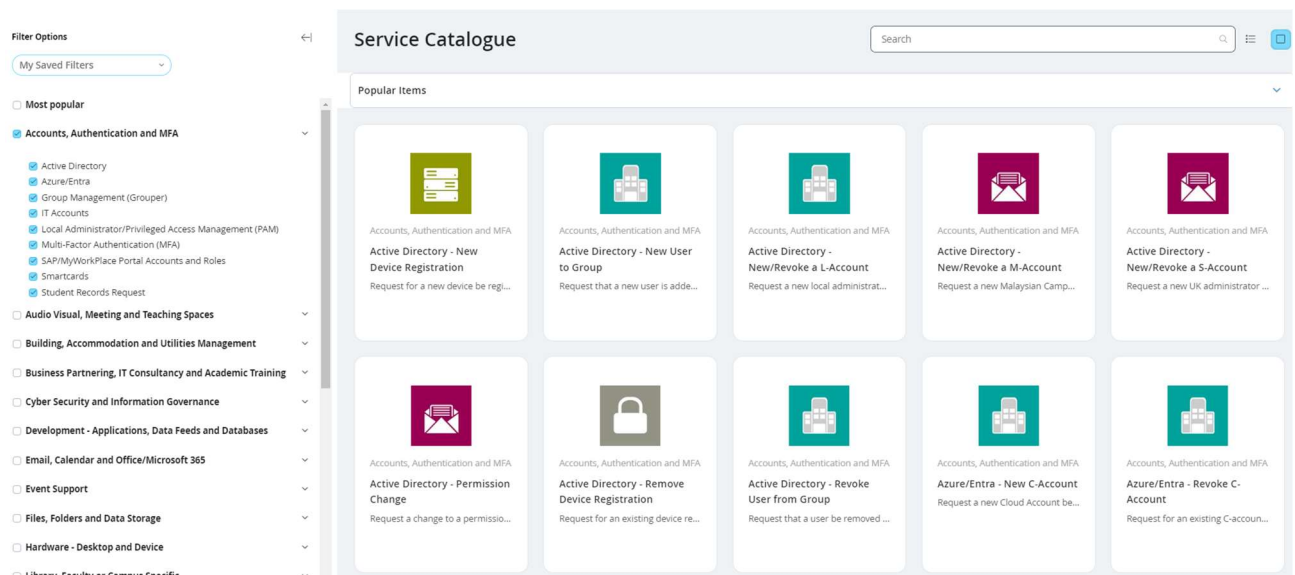
4. Select the category which best matches your request and complete the form, providing as much detail as possible.

To Browse to a Category Using Left-Hand Menu

1. From the NU Service homepage, select '**Request Something**'. This will display the Service Request Catalogue.

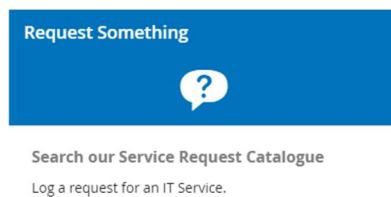


2. Categories are arranged into logical groups. These are available on the left-hand side of the window. To narrow down the list of categories, click a box to the left of the group name.

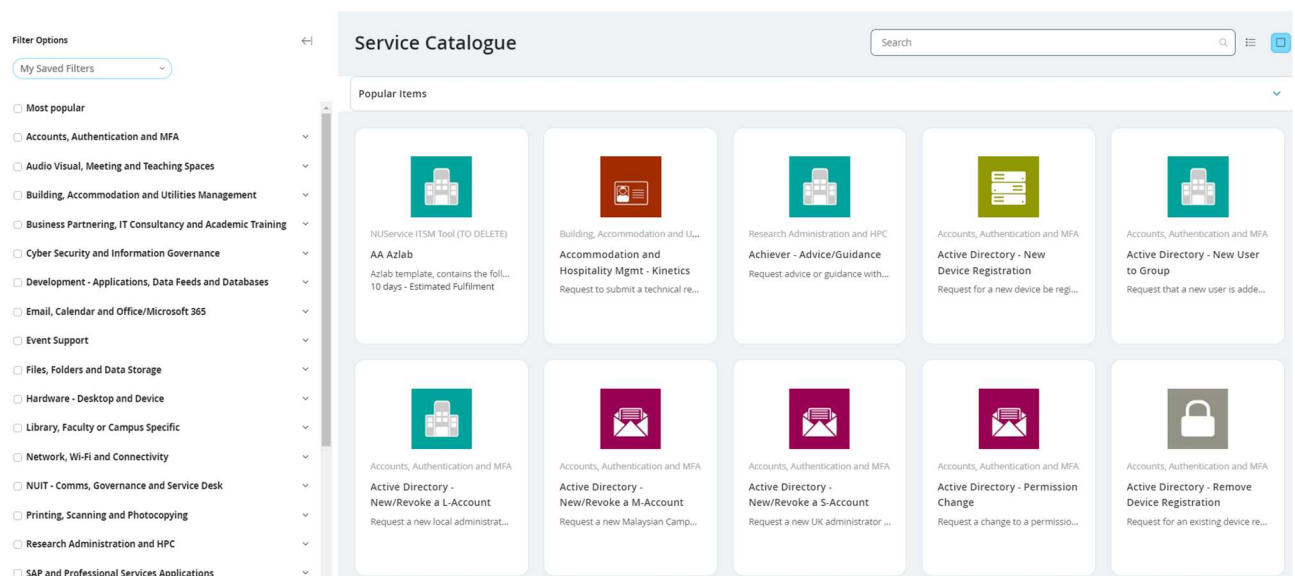


To Browse via A to Z List


1. From the NU Service homepage, select '**Request Something**'. This will display the Service Request Catalogue.



2. The list of all available Service Request categories is displayed in an A to Z list.



3. The list can be navigated by scrolling to find the most appropriate category for your request.



4. Select the category which best matches your request and complete the form, providing as much detail as possible.