

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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Keyword Searching

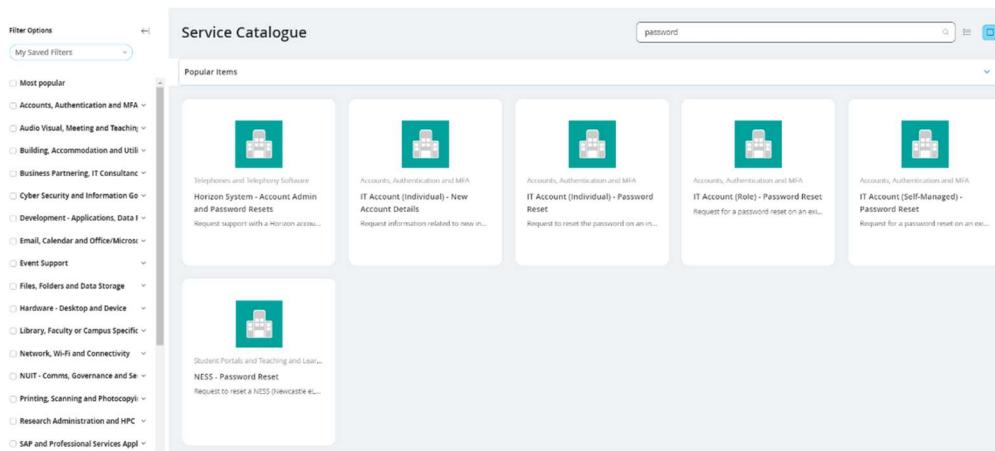
1. From the NU Service homepage, select '**Request Something**'. This will display the Service Request Catalogue.



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



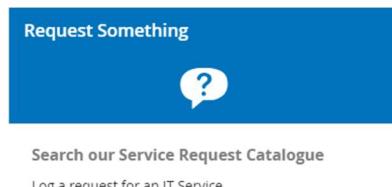
3. The display will change, and a list of categories will appear which are relevant to your search. As an example, the screenshot below shows the search using the keyword 'password'.



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.

The screenshot shows the Service Catalogue interface. On the left, there is a sidebar with 'Filter Options' and a 'Popular Items' section. The main area is titled 'Service Catalogue' and contains a grid of 10 service requests, each with an icon, title, and brief description. The grid is organized into two rows of five items each.

Category	Service Request	Description
Accounts, Authentication and MFA	Active Directory - New Device Registration	Request for a new device to be registered.
	Active Directory - New User to Group	Request that a new user is added to a group.
	Active Directory - New/Revoke a L-Account	Request a new local administrator account.
	Active Directory - New/Revoke a M-Account	Request a new Malaysian account.
	Active Directory - New/Revoke a S-Account	Request a new UK administrator account.
Accounts, Authentication and MFA	Active Directory - Permission Change	Request a change to a permission.
	Active Directory - Remove Device Registration	Request for an existing device registration to be removed.
	Active Directory - Revoke User from Group	Request that a user be removed from a group.
	Azure/Entra - New C-Account	Request a new Cloud Account.
	Azure/Entra - Revoke C-Account	Request for an existing C-account to be removed.

To Browse via A to Z List

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

The screenshot shows a blue rectangular box with the text 'Request Something' at the top. Below it is a white speech bubble icon with a question mark. At the bottom, there is a search bar with the placeholder 'Search our Service Request Catalogue' and the sub-instruction 'Log a request for an IT Service.'

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

The screenshot shows the Service Catalogue interface with a sidebar of 'Filter Options' and a 'Popular Items' section. The main area is titled 'Service Catalogue' and contains a grid of 10 service requests, each with an icon, title, and brief description. The grid is organized into two rows of five items each.

Category	Service Request	Description
Accounts, Authentication and MFA	AA Azlab	Azlab template, contains the following: 10 days - Estimated Fulfilment
	Building, Accommodation and Utilities Management	Accommodation and Hospitality Mgmt - Kinetics
	Research Administration and HPC	Achiever - Advice/Guidance
	Accounts, Authentication and MFA	Active Directory - New Device Registration
	Accounts, Authentication and MFA	Active Directory - New User to Group
Accounts, Authentication and MFA	Active Directory - New/Revoke a L-Account	Request a new local administrator account.
	Active Directory - New/Revoke a M-Account	Request a new Malaysian account.
	Active Directory - New/Revoke a S-Account	Request a new UK administrator account.
	Active Directory - Permission Change	Request a change to a permission.
	Active Directory - Remove Device Registration	Request for an existing device registration to be removed.

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.