NEWCASTLE UNIVERSITY IT SERVICE

NU Service
Self Service User Guide

Viewing and Updating a Ticket

Contents

Document Control

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Version History

Version	Date	Update by	Reason for/Summary of update
2.0	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	*P.A Gray*	26.06.24

Viewing an Existing Ticket

1. From the NU Service homepage, select **'My Tickets'**. This will display as default, your active tickets.
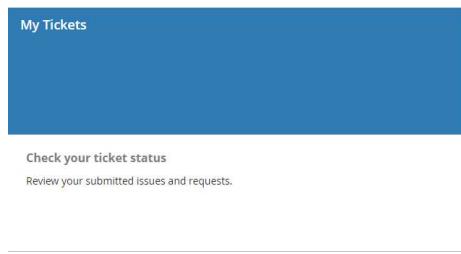
2. Select the ticket that you would like to view or update. This example relates to a ticket (ID number 1001649) raised to the 'Campus Password Reset' category.
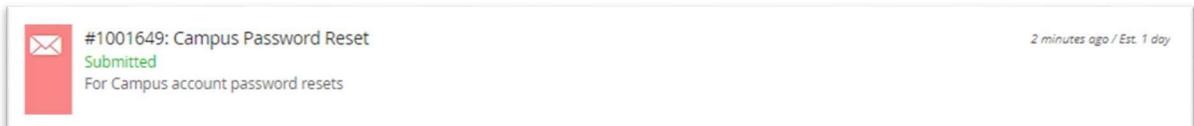
3. The screen will look similar to this:
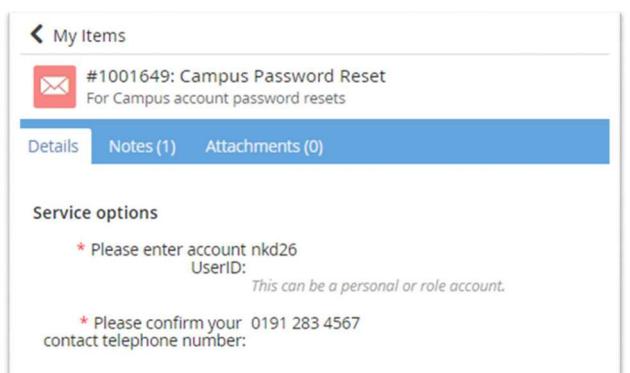
|	
Details	Shows the original request that has been submitted
Notes	Shows any notes added by the customer or NUIT, as well as the option of adding a note
Attachments	Shows any attachments added by the customer or NUIT, as well as the option of adding an attachment

To Add a Note

1. Click the Notes tab. The screen will look similar to this:
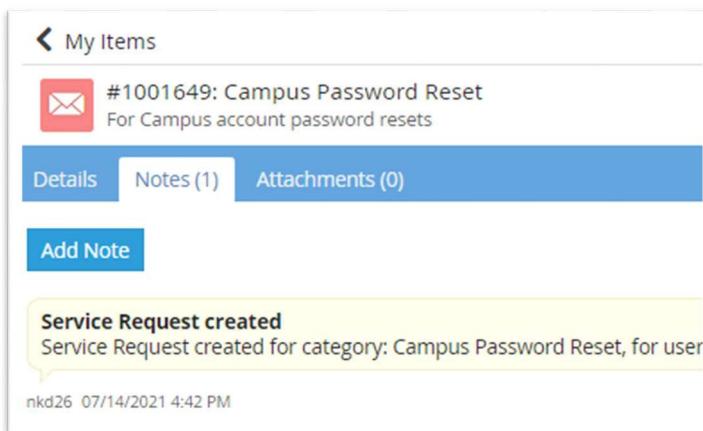
2. Click Add Note and enter the additional details.
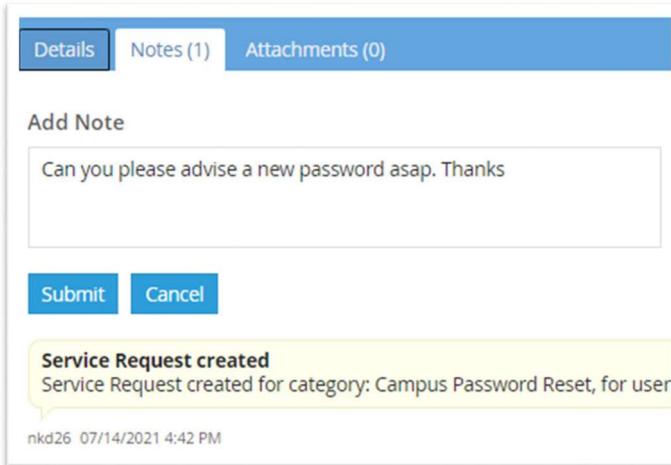
3. Click Submit and the note is then added to the ticket.
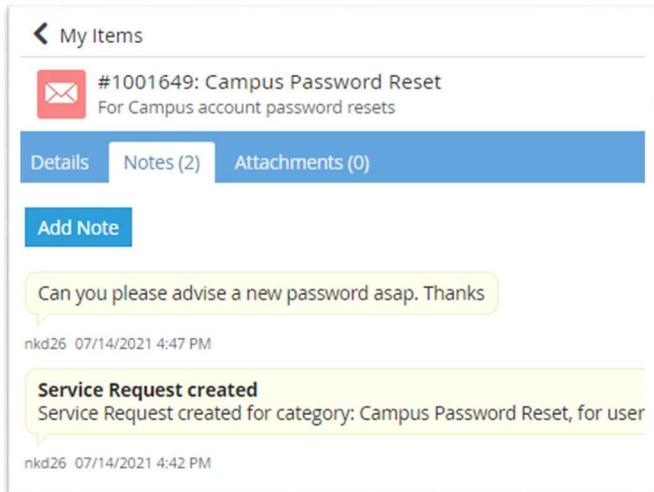
Add an Attachment

1. Click the Attachments tab. The screen will look similar to this:
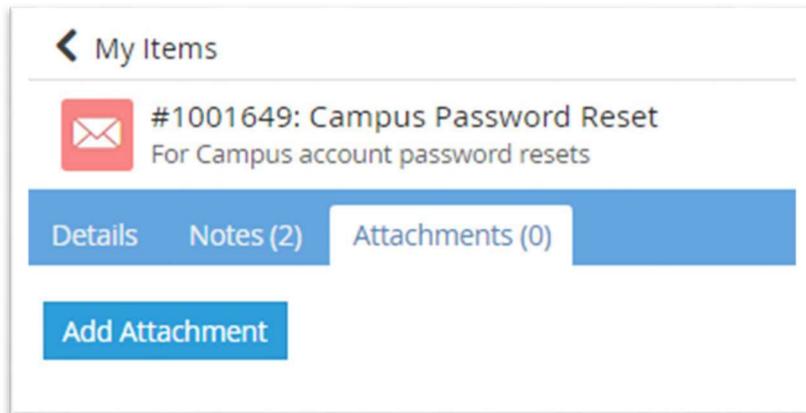
2. Click Add Attachment. You are then prompted to browse for an attachment.
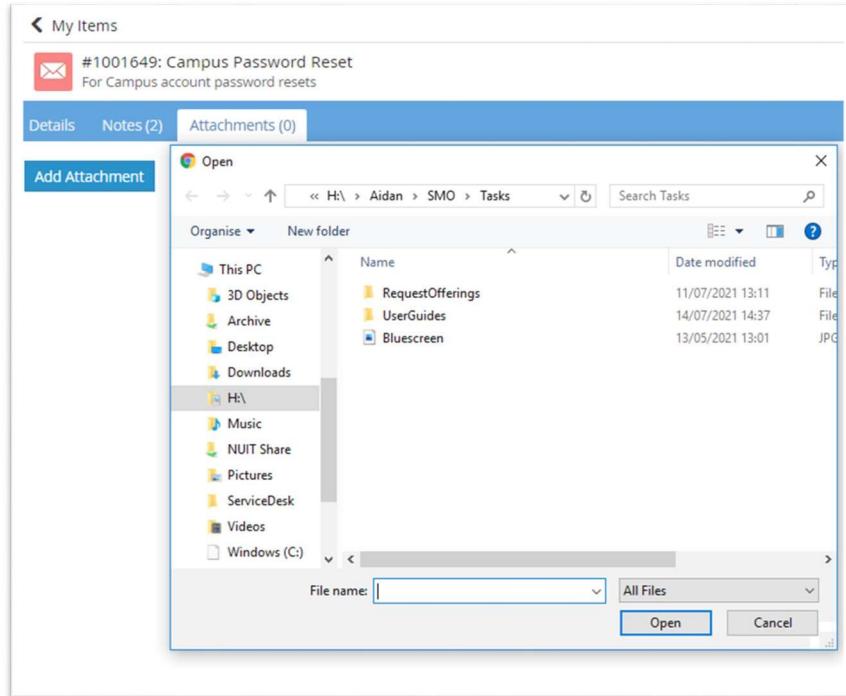
3. Select the file that you want to attach and click Open. The attachment is then uploaded to the ticket.
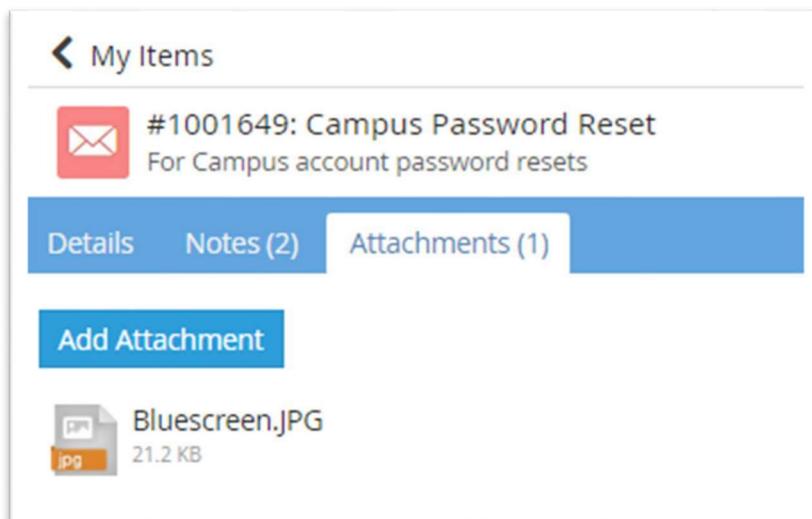
Ticket Status

The tickets listed within the My Tickets area will have a status assigned to them.

Active	The ticket is with a member of NUIT for action.
Enhancement	This ticket is with a member of NUIT for action but due to it's nature,
Waiting for 3rd Party	NUIT are awaiting on information from a 3rd party to resolve/fulfil the ticket.
Waiting for Customer	NUIT are awaiting on further information from the customer.
Resolved	The issue/problem has been resolved by NUIT. The ticket will remain in this status for x days and will convert to closed.

Closed	NUIT have resolved/fulfilled the ticket to the satisfaction of the customer.
Fulfilled	The request has been completed by NUIT. The ticket will remain in this status for x days and will then convert to closed.
Cancelled	The customer has indicated that they no longer require the request or the incident has been resolved itself without the support from NUIT.