

# NEWCASTLE UNIVERSITY IT SERVICE

## NU Service Self Service User Guide

### Viewing and Updating a Ticket

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#### Document Control

|                          |   |
|--------------------------|---|
| <b>Document Name</b>     | NU Service – Self Service User Guide: Viewing and Updating a Ticket |
| <b>Directorate/Team:</b> | Service Delivery/Service Management                                 |
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#### Version History

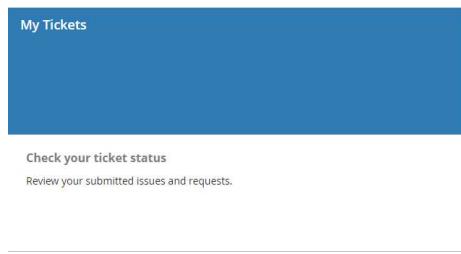
| Version | Date      | Update by | Reason for/Summary of update                        |
|---------|-----------|-----------|---|
| 2.0     | June 2024 | P Gray    | Transferred to new template and updated screenshots |
|         |           |           |   |

#### Document Approvers

| NUIT Team          | Job Title          | Name        | Signature | Date     |
|--------------------|--------------------|-------------|-----------|----------|
| Service Management | IT Service Manager | Penney Gray | P.A.Gray  | 26.06.24 |

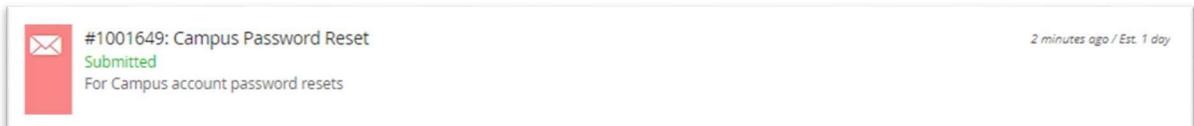
## Viewing an Existing Ticket

1. From the NU Service homepage, select 'My Tickets'. This will display as default, your active tickets.



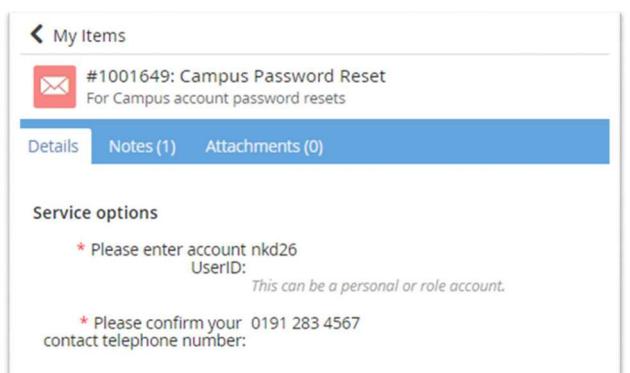
The screenshot shows a blue header bar with the text 'My Tickets'. Below it is a white content area with a single ticket entry. The ticket entry includes a small red envelope icon, the ticket ID '#1001649: Campus Password Reset', the status 'Submitted', a description 'For Campus account password resets', and a timestamp '2 minutes ago / Est. 1 day'.

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.



The screenshot shows a ticket detail view for ticket #1001649. It includes the ticket ID, category, status, and a note about account password resets. The timestamp '2 minutes ago / Est. 1 day' is also present.

3. The screen will look similar to this:



The screenshot shows the ticket detail view with the 'Notes' tab selected. It displays two service options: 'Please enter account nkd26 UserID:' and 'Please confirm your 0191 283 4567 contact telephone number:'. The 'Details' and 'Attachments' tabs are also visible.

### Details

Shows the original request that has been submitted

### Notes

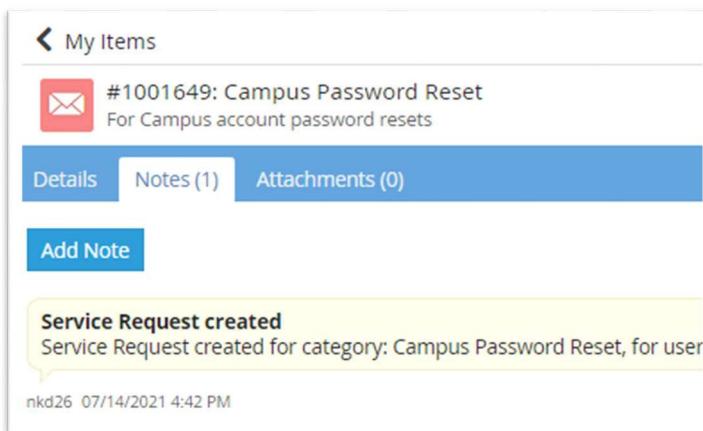
Shows any notes added by the customer or NUIT, as well as the option of adding a note

### Attachments

Shows any attachments added by the customer or NUIT, as well as the option of adding an attachment

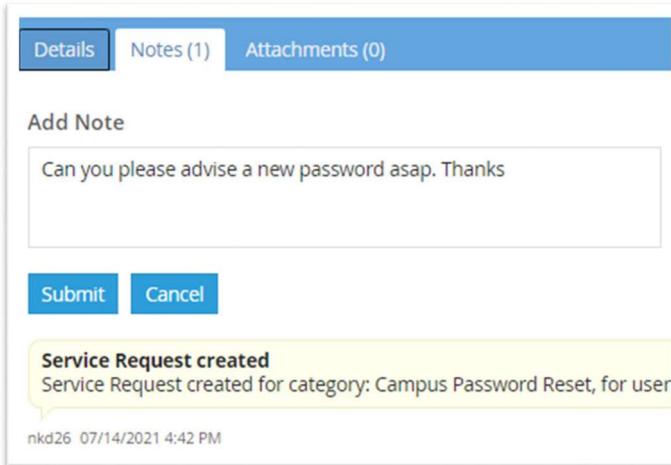
## To Add a Note

1. Click the Notes tab. The screen will look similar to this:



The screenshot shows the ticket detail view with the 'Notes' tab selected. It includes the 'Add Note' button and a message box indicating 'Service Request created' for the user nkd26 on 07/14/2021 at 4:42 PM.

2. Click Add Note and enter the additional details.



Details Notes (1) Attachments (0)

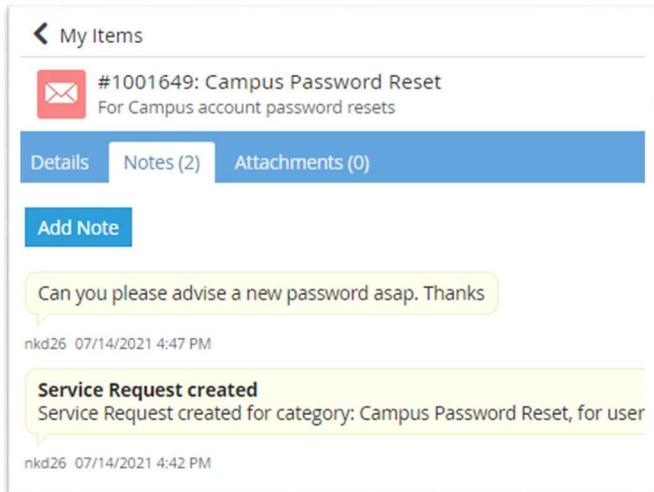
Add Note

Can you please advise a new password asap. Thanks

Submit Cancel

**Service Request created**  
Service Request created for category: Campus Password Reset, for user  
nkd26 07/14/2021 4:42 PM

3. Click Submit and the note is then added to the ticket.



My Items

#1001649: Campus Password Reset  
For Campus account password resets

Details Notes (2) Attachments (0)

Add Note

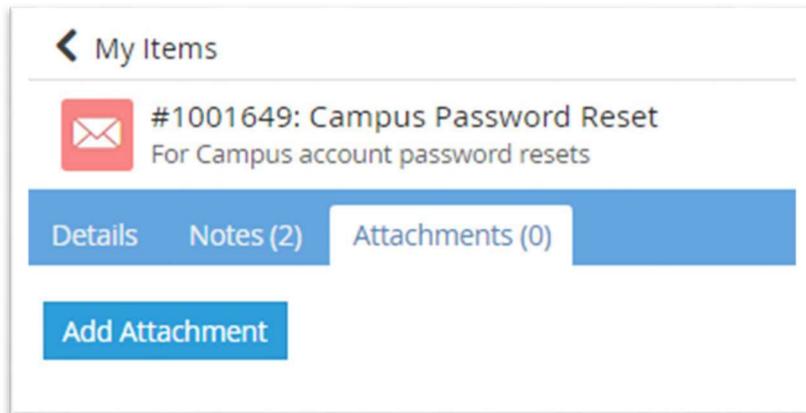
Can you please advise a new password asap. Thanks

nkd26 07/14/2021 4:47 PM

**Service Request created**  
Service Request created for category: Campus Password Reset, for user  
nkd26 07/14/2021 4:42 PM

## Add an Attachment

1. Click the Attachments tab. The screen will look similar to this:



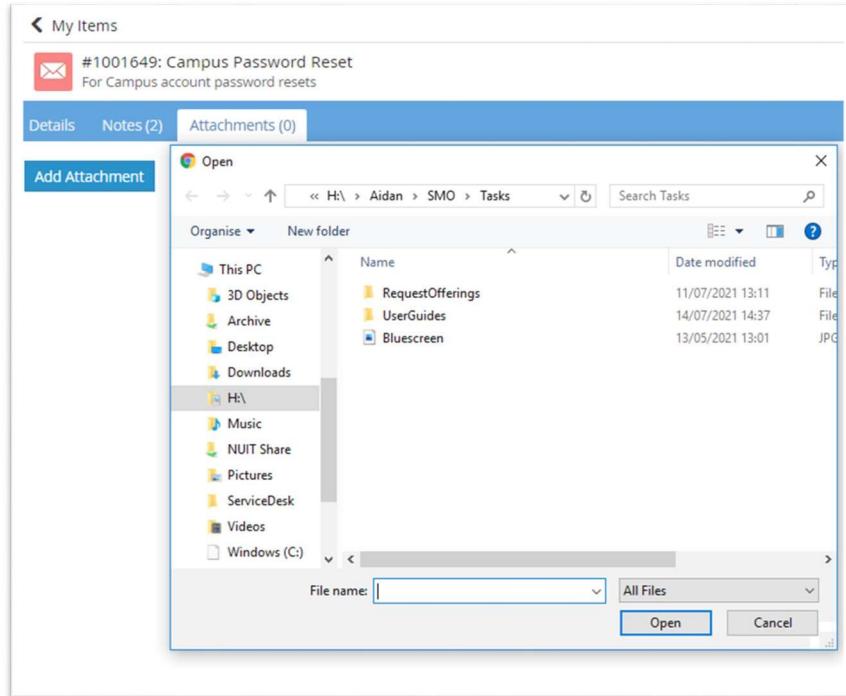
My Items

#1001649: Campus Password Reset  
For Campus account password resets

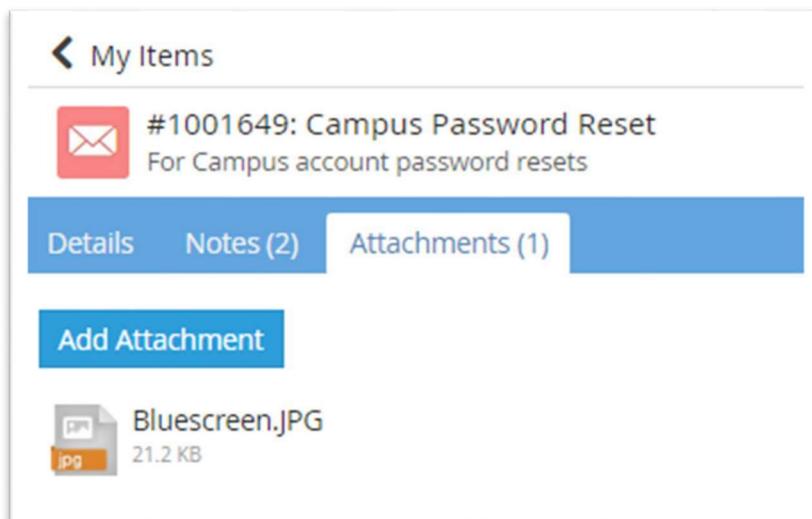
Details Notes (2) Attachments (0)

Add Attachment

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 3 <sup>rd</sup> Party | NUIT are awaiting on information from a 3 <sup>rd</sup> 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. |