

# 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
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#### Version History

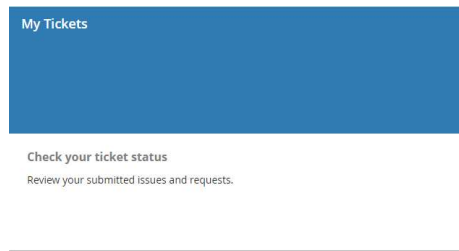
Version	Date	Update by	Reason for/Summary of update
2.0	June 2024	P Gray	Transferred to new template and updated screenshots

#### Document Approvers

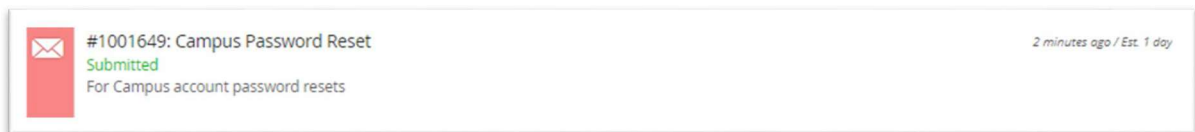
NUIT Team	Job Title	Name	Signature	Date
Service Management	IT Service Manager	Penney Gray	<i>P.A Gray</i>	26.06.24

## Viewing an Existing Ticket

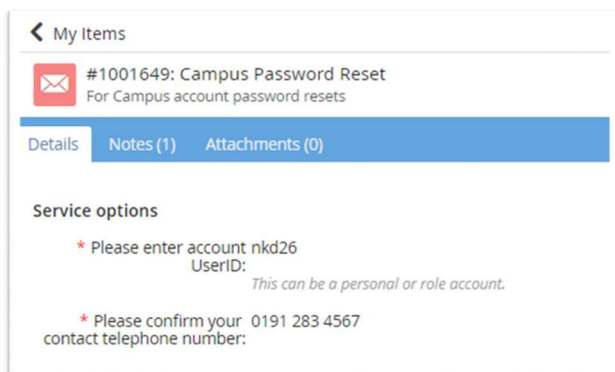
1. From the NU Service homepage, select 'My Tickets'. This will display as default, your active tickets.



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

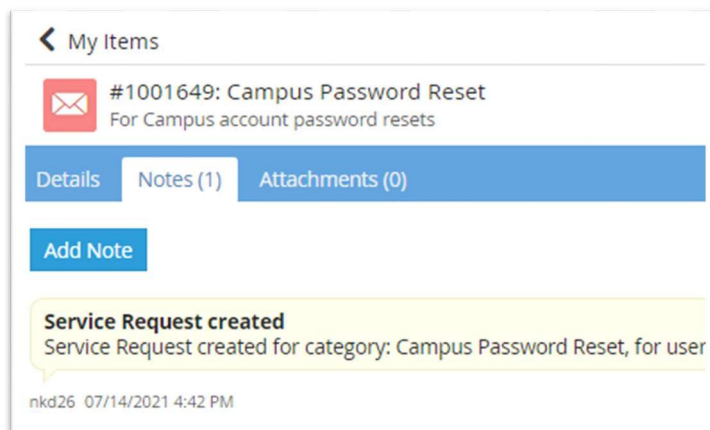
Shows any notes added by the customer or NUIT, as well as the option of adding a note

### Attachments

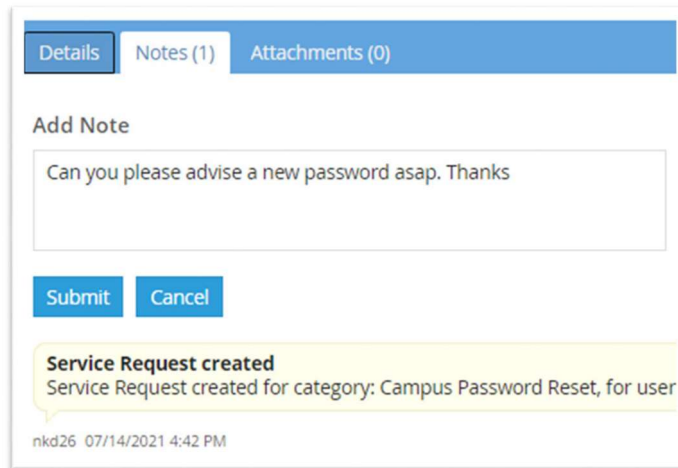
Shows any attachments added by the customer or NUIT, as well as the option of adding an attachment

## To Add a Note

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

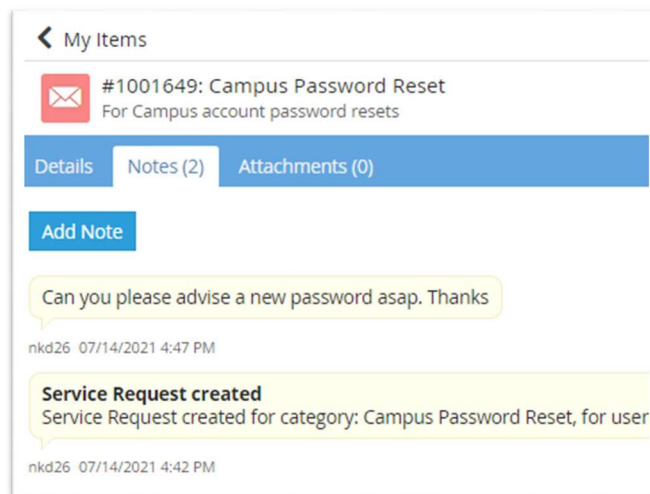


2. Click Add Note and enter the additional details.



The screenshot shows a mobile app interface for adding a note to a ticket. At the top, there are three tabs: 'Details', 'Notes (1)', and 'Attachments (0)'. Below the tabs is a text input field containing the message 'Can you please advise a new password asap. Thanks'. Underneath the input field are two buttons: 'Submit' and 'Cancel'. At the bottom, there is a yellow confirmation message that reads 'Service Request created' followed by 'Service Request created for category: Campus Password Reset, for user'. The user identifier 'nkd26' and the timestamp '07/14/2021 4:42 PM' are visible at the very bottom.

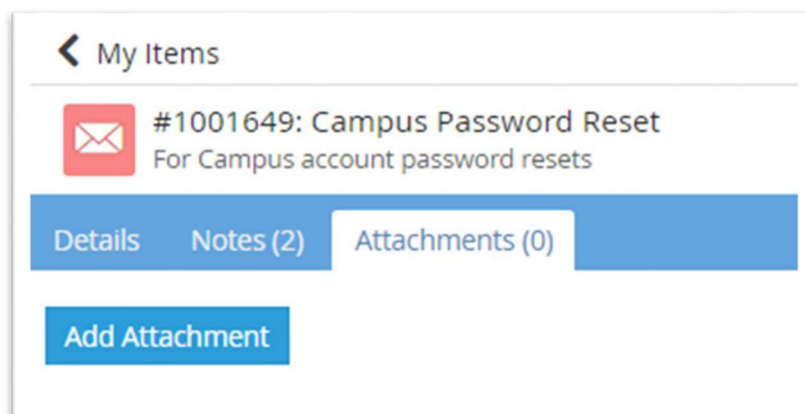
3. Click Submit and the note is then added to the ticket.



This screenshot shows the 'My Items' screen for a specific ticket. The ticket title is '#1001649: Campus Password Reset' with the subtitle 'For Campus account password resets'. The tabs at the top are 'Details', 'Notes (2)', and 'Attachments (0)'. An 'Add Note' button is visible. Below it, the note 'Can you please advise a new password asap. Thanks' is displayed in a yellow bubble, with the user 'nkd26' and timestamp '07/14/2021 4:47 PM' below it. A second yellow bubble shows the 'Service Request created' confirmation message with the user 'nkd26' and timestamp '07/14/2021 4:42 PM'.

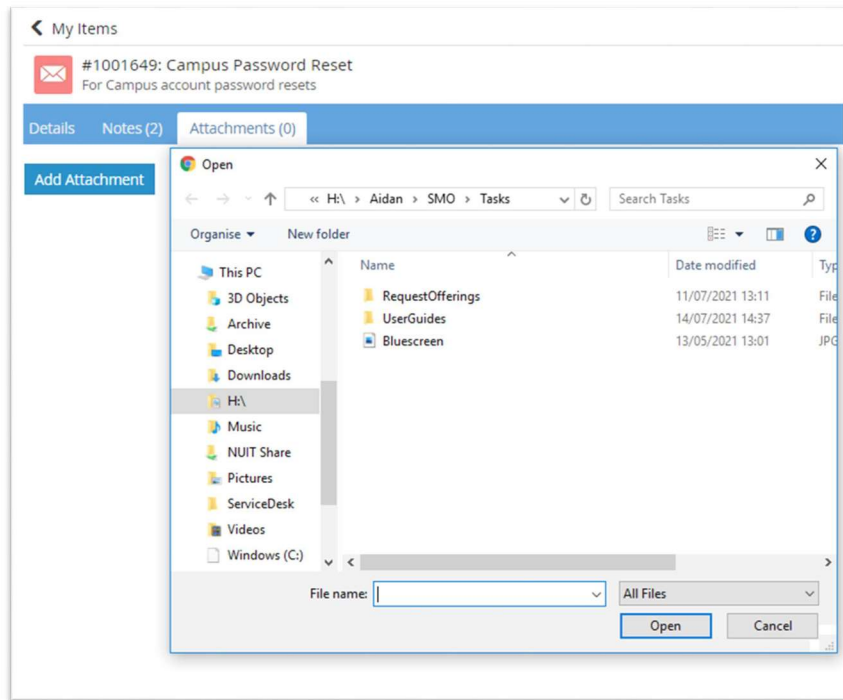
## Add an Attachment

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

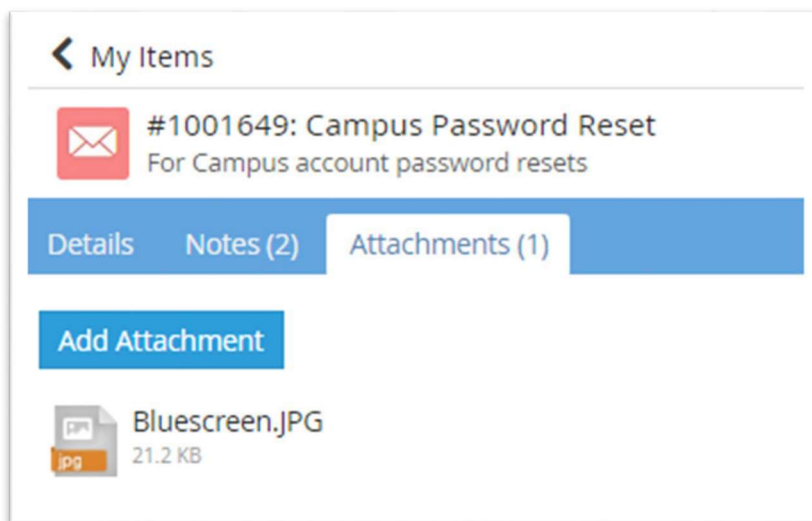


The screenshot shows the 'My Items' screen with the 'Attachments (0)' tab selected. The ticket title and subtitle remain the same. The tabs at the top are 'Details', 'Notes (2)', and 'Attachments (0)'. An 'Add Attachment' button is prominently displayed below the tabs.

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.