

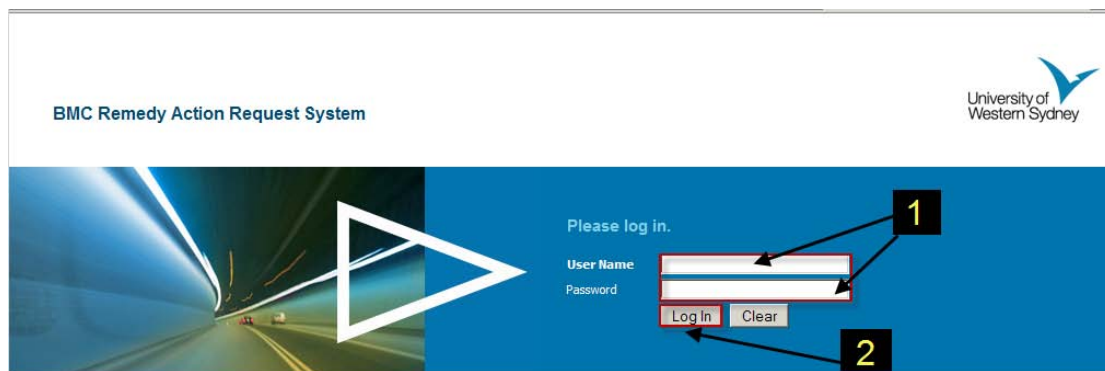
The ITS Self Service Desk allows reporting of incidents to the IT Service Desk 24 hours a day, 365 days per year. Provided staff and students have internet access, they are able to self log UWS IT issues at any time.

After the job is logged, normal UWS support practices commence. A Service Desk Operator will contact you during business hours, and in most cases will resolve the job immediately. If the job cannot be resolved immediately, it will be escalated to the appropriate support staff for action as soon as possible.

This fact sheet shows how to log a job with IT Service Desk using the ITS Self Service Desk.

Logging a job

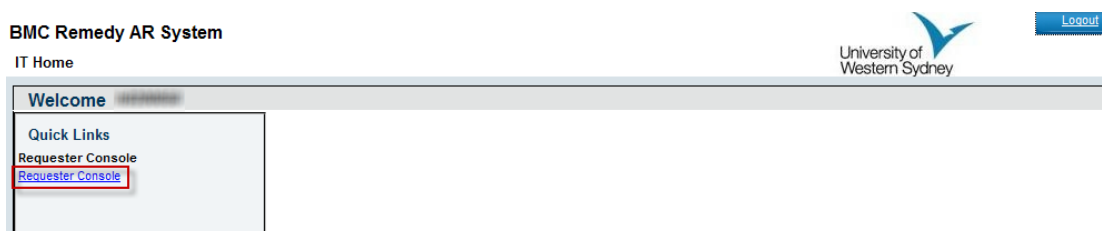
Use your web browser to visit <http://itsm.uws.edu.au>. BMC Remedy Action Request System opens.



Login window – any letters in your user name must be entered in UPPER CASE

Enter your **MyUWSAccount details** and press the **Log In** button. The BMC Remedy AR System welcome screen opens.

Note: If your user name (staff or student ID) starts with a letter (eg H1234567), the letter must be entered in UPPER CASE. Your password should be entered in its usual case.



Click the **Requester Console** link. The Requester Console opens.

Click Requester Console

My Console

Welcome to the IT Requester Console

Use this Requester Console to submit requests to IT. The My Requests table displays the requests you have submitted.

[Create a New Request](#)

My Requests

19 entries returned - 19 entries matched

Request ID	Summary	Status	Submit Date	Urgency
INC00000071778	SOFTWARE LICENCE - MANUAL INSTALLATI	Completed	21/07/2009 16:21:17	3-Medium
INC00000064884	Links to Intranet pages in Word documents fai	Completed	27/05/2009 11:48:00	3-Medium
INC00000061283	Excel	Completed	29/04/2009 10:42:07	3-Medium
INC00000057725	No access	Completed	31/03/2009 08:17:52	3-Medium
INC00000048083	Lease Replacement - March 2009 - Laptop PC	Completed	05/02/2009 08:47:23	4-Low
INC00000025730	Web Issue	Cancelled	17/07/2008 10:35:02	4-Low
INC00000018533	No access	Completed	13/05/2008 10:30:58	2-High

Request Details

Assignee: [Field]
 Category Tier 1: ITD
 Category Tier 2: Setup
 Category Tier 3: [Field]

Notes: SOFTWARE LICENCE - MANUAL INSTALLATION
 Please install the following software :
 * Adobe CS4 design Premium v4.0 for WIN
 * Adobe Captivate 4.0 for WIN

The Requester Console shows your logged job history and status

The Requester Console shows the history and current status of jobs logged on your behalf. The Requester Console also shows Broadcasts – system and ITS announcements. To read a broadcast message, select it and press **View**.

Press the **Create a New Request** button to report the current issue. The New Request window opens.

New Request

Submit your request or find a solution.

Request Details

Summary*+ [Field]
 Notes [Field]
 Urgency* 3-Medium
 Date Required + [Field]

[Add Attachment](#)

Requester

Company: UWS
 Login ID: HS: [Field]
 First Name: Tony
 Last Name: Fathers
 Phone: [Field]
 Email: T.Fathers@uws.edu.au
 Organization: [Field]
 Department: [Field]

Possible Solutions

Table has Not been Loaded

Description	CategoryTier 1	CategoryTier 2	CategoryTier 3
[Empty]			

[View](#) [Use Solution](#)

[Save](#) [Close](#)

New Request window

The Summary, Notes and Urgency fields must be completed before submitting your request.

Summary field – click the down arrow to select from a number of pre-programmed options. In this example, the issue is with staff hardware – a desktop PC.

The screenshot shows the 'Request Details' form. The 'Summary*+' field has a dropdown menu open, listing various categories. 'PC - Desktop' is highlighted in green. Other categories include Feedback, Staff - AV Request, Staff - Corporate Applications, Staff - Hardware, Staff - Network, Staff - Software, Staff - Telephone, Staff - UWS Web, Student, vUWS staff, and vUWS student. The 'Requester' section shows 'Company' as 'UWS' and 'Name' as 'Tony'. The 'Urgency*' is set to '3-Medium' and 'Date Required +' is '04/09/2009 00:00:00'. There is an 'Add Attachment' link at the bottom.

Possible Solutions

Choose a suitable summary or add your own

If there is no suitable summary in the drop down, manually enter a **brief** summary in the Summary field. Click anywhere in the Summary field to start typing.



Never include your password in any job request - keep it secret!

Notes field – To assist ITS to respond appropriately, please provide as much detail as possible.

Click anywhere in the Notes field and enter your description of the issue.

You are limited to 255 characters, but can add an attachment if you need to say more.

The screenshot shows the 'Request Details' form. The 'Summary*+' field is set to 'PC - Desktop'. The 'Notes' field contains the text: 'UWS XP PC running very slowly for about a week. Programs crashing, and it has occasionally crashed on start up. Started making weird clunking/grinding noises today and won't start Windows. No error messages. No new software/hardware installed'. The 'Urgency*' is '3-Medium' and 'Date Required +' is empty. There is an 'Add Attachment' link at the bottom.

Enter a description of the issue in the Notes field

If relevant, include the following:

- PC or Mac?
- Operating system and version (Vista, XP, MacOS 10.5).
- UWS or personal machine?
- Wireless or wired connection?
- Complete description of the issue.
- Text of any error messages – add as an attachment if necessary.



One way to record an error message is to select the window containing the message, then press Alt+PrtScn. Open a new Word document and press Ctrl+V to paste the picture into the document. Save the document and add it to the request as an attachment.

Urgency field – use the drop down menu to select from **3 – Medium**, or **4 – Low**. The default of 3 – Medium is recommended in most circumstances. If the issue is more urgent, please ring the ITS Service Desk on ext 5111 (02 9852 5111) to explain the urgency and impact on UWS.

Date Required field – **please do not use** – at present this feature isn't functioning properly. ITS, in conjunction with the software provider, is working on a resolution.

Unless you are adding an attachment, press the [Save](#) button to save and submit your request. You will be contacted by ITS as soon as possible.

New Request

Submit your request or find a solution.

Request Details

Summary*+ [text box]

Notes [text area]

Urgency* 3-Medium [dropdown]

Date Required + [calendar icon]

[Add Attachment](#)

Requester

Company UWS

Login ID [text box]

First Name Tony

Last Name Fathers

Phone [text box]

Email [text box]

Organization [text box]

Department [text box]

Possible Solutions

Table has Not been Loaded

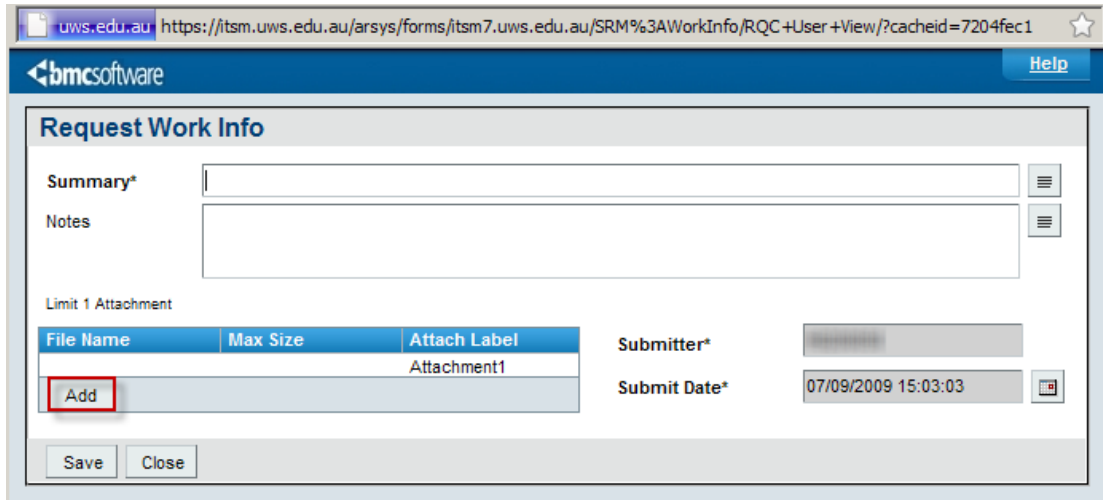
Description	CategoryTier 1	CategoryTier 2	CategoryTier 3

View Use Solution

[Save](#) Close

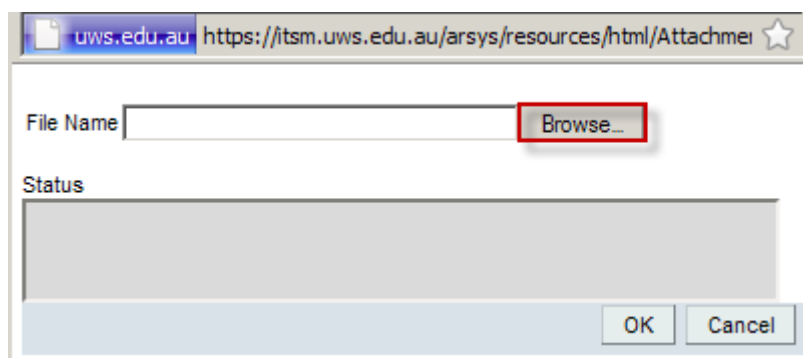
Click the Add Attachment link

Add Attachment – to include an attachment with your job request, click the **Add Attachment** link. The Request Work Info window opens.



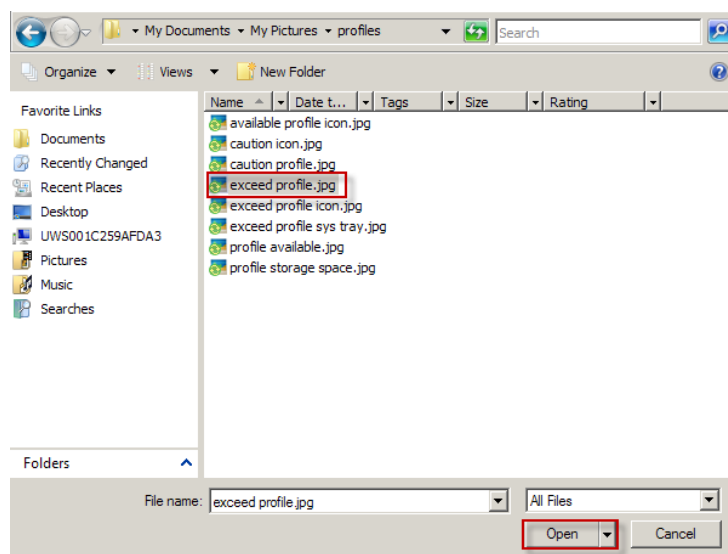
Request Work Info window – press Add

Press the **Add** button. The Add Attachment window opens.



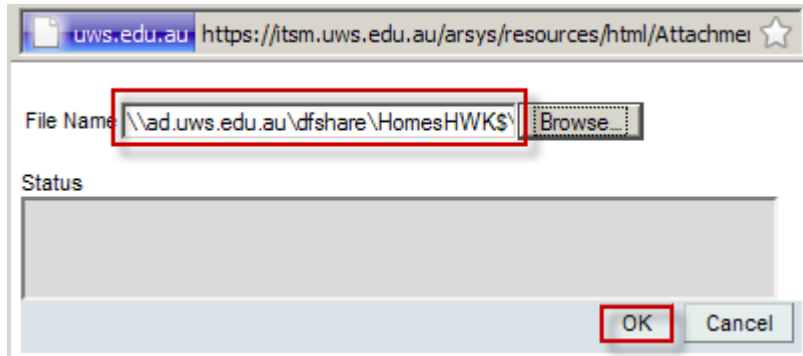
Add Attachment window

Press **Browse** to browse for your file in the File Upload window. **Note:** Attachments are limited to a maximum size of **2MB**.



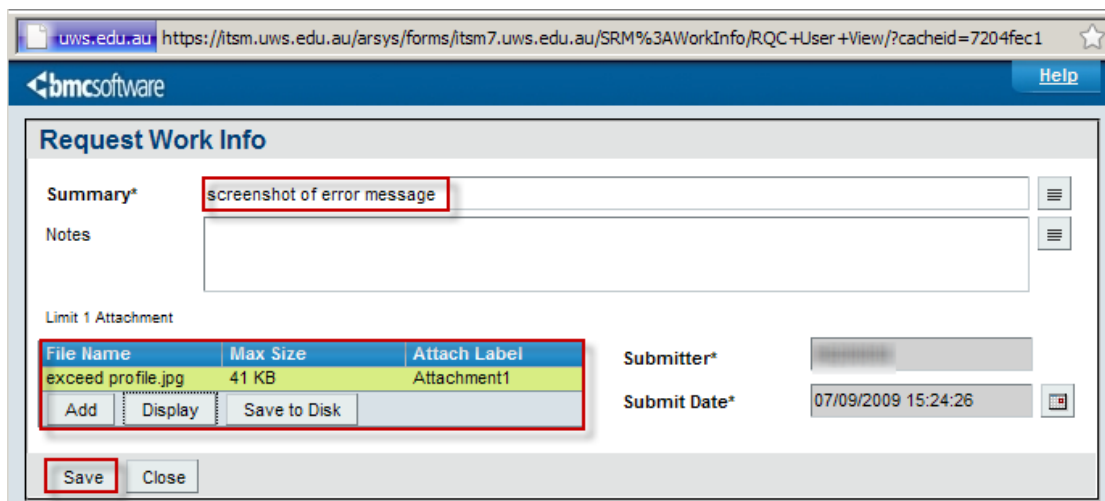
Browse for the file to attach

Select the file you wish to attach to the job request and press **Open**. You will be returned to the Add Attachment window.



Add Attachment window now shows file's location

The location of the file now appears in the File Name field. Press **OK**. You will be returned to the Request Work Info window.



Enter a summary before saving

The attached file's name is now shown. Enter a brief summary describing your attachment or you will not be able to save the attachment. If you try, you will receive an error message that bears no relation to adding an attachment. If this happens, click **OK** on the error message to be returned to the Request Work Info window. Click anywhere in the Summary field to start typing.

If you select the attachment's file name, you can then press **Display** to view the attachment, or **Save to Disk** to save a copy to your computer. There is a limit of one attachment per request - pressing **Add** again only allows you to replace the attachment.

Click **Save** to return to your New Request. **Note:** Unfortunately, the New Request window does not indicate that the file has been attached. If you click the add Attachment link again, the Request Work Info window allows you to see or replace the attachment.

Confirm your phone number and email address are shown correctly in the Requester panel. If required, edit this information so that ITS can contact you in relation to your request.

Requester

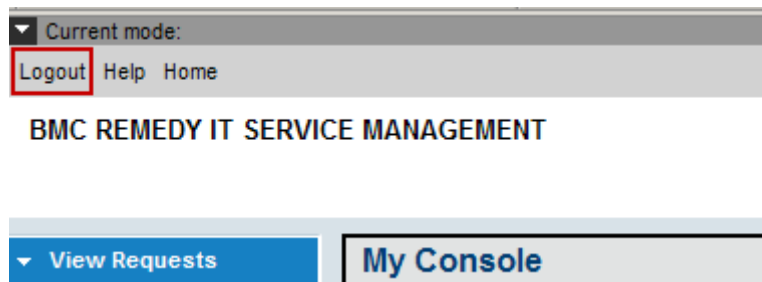
Company	UWS
Login ID	XXXXXXXXXX
First Name	Tony
Last Name	Fathers
Phone	7114
Email	T.Fathers@uws.edu.au
Organization	
Department	

Confirm your details are correct

Press **Save** to submit your request. ITS will respond as soon as possible.

Logout

Logout by clicking the Logout link in the top left corner of the Self Service Desk window.



Logout

Further Information

Contact the IT Service Desk for further information and IT assistance.

- Phone:** 02 9852 5111
- Ext:** 5111
- Fax:** 02 9678 7191
- Email:** itservicedesk@uws.edu.au
- Self Service:** <http://itsm.uws.edu.au>