

ICIT SELF-SERVICE CENTER: USER GUIDE

Giving You New, Flexible Options for Technology Support

OVERVIEW

To access the *Self-Service Center*, in your web browser, go to www.uww.edu/icit/iconnect/. The use of *Self-Service Center* is limited to campus community, and requires you to log-in with your *Net-ID*.

Self-Service Center uses **tickets** that contain information about technology-related problems and requests, and allow all those involved to track the progress, from the initial reporting of a problem or request, to its resolution/fulfillment.

Self-Service Center offers you three options. You can:

- ▶ **Create a ticket** to report a technology-related **problem** (for example, report that your e-mail is not working properly), or to place a technology-related **request** (for example, request an installation of a new data jack for an office);
- ▶ **Find** a previously created ticket, and **check the progress** in the resolution of your reported problem or pending request;
- ▶ **Find** a previously created ticket, and **update it** with new information about a problem or request.

The following part of this *Quick-Start Guide*, shows you **how**.

HOW TO Create a new ticket

To report a technology-related problem, or place a request for a technology-related service, software, or hardware purchase:

> 1 In your web browser (*Microsoft Internet Explorer, Firefox, or Safari*), go to the **iConnect** page at www.uww.edu/icit/iconnect/, then click the **Start Here** button, and log-in with your *Net-ID*. When *Self-Service Center* page loads, on the left margin, click **Submit a Ticket**. A **Submit a Ticket** web-page form loads (*Figure 1*), and several fields already have your information (your *Net-ID* username, and *e-mail address*) automatically filled-in.

> 2 Start with the **Contact Person's Net-ID** field. Your *Net-ID* username is already filled in. If you are **not** the contact person for this technology problem or request, provide the *Net-ID* username of the contact person.

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Figure 1: The first web page you see after logging-in is the Submit a Ticket page.

> 3 **If you don't know** the person's *Net-ID*, at the end of the field, click the **Search** button. A search page loads. Fill-in the information you have, and either click the **Search** button, or - on your keyboard - press the **Enter** key. If the UW-W directory only lists one person that matches your search criteria, their *Net-ID* username is filled-in automatically. Otherwise, you see all UW-W directory listings that match your search criteria. Select the *Net-ID* username of the person you are looking for, by clicking the **blue link** in the leftmost column. You are taken back to the main **Submit a Ticket** web form, and the *Net-ID* of the person is automatically filled-in.

> 4 Next, in the **Notify By** field, *e-mail* is the default means by which you (or the person you designated as the *contact person*) will be updated about any changes, or resolution of your problem/request. You may leave this field unchanged, or - if you prefer to be contacted by phone - click the **down arrow** button at the end of the **Notify By** field, and select **Telephone**. The phone number is filled-in automatically, based on the UW-W directory information for the contact person you listed.

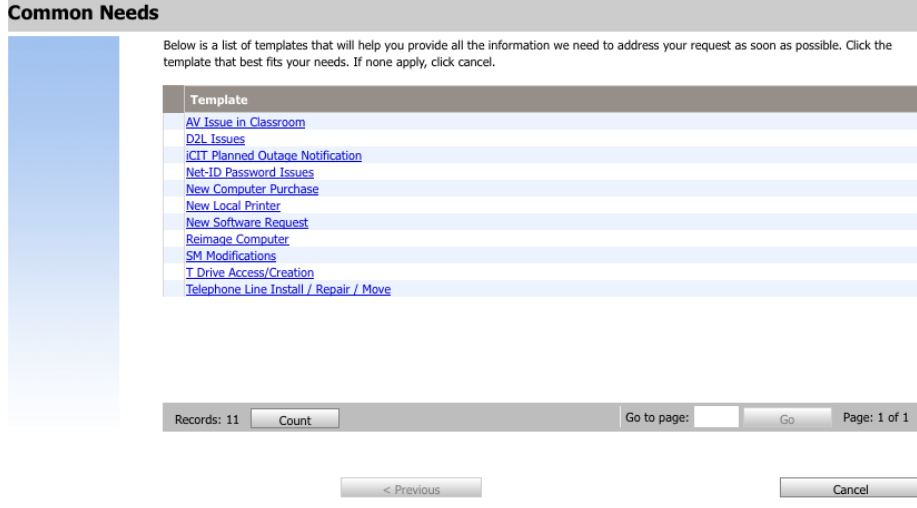
> 5 Next, proceed to the **Service is for (Person or Classroom)** field.

If you are reporting a problem you encountered with equipment in a classroom, in this field enter the room designation, using the standard campus **building and room code**.

If you are creating a ticket on behalf of another person, enter their *Net-ID* username here. **If you don't know** their *Net-ID*, proceed as described in step >3, above.

- > 6 Next, *before* you proceed to provide the information about the problem you are experiencing, or your request, click the **Common Needs** button, located at the very bottom of the page (depending on your screen resolution, you may need to scroll down). Clicking the **Common Needs** button takes you to the list of **Templates** which that will help you provide all the information we need to address your request as soon as possible. (Figure 2).

Figure 2: The Common Needs page.



The screenshot shows a web page titled "Common Needs". Below the title is a brief instruction: "Below is a list of templates that will help you provide all the information we need to address your request as soon as possible. Click the template that best fits your needs. If none apply, click cancel." Below this is a table with a single column labeled "Template". The table contains ten rows of blue hyperlinks: "AV Issue in Classroom", "D2L Issues", "iCIT Planned Outage Notification", "Net-ID Password Issues", "New Computer Purchase", "New Local Printer", "New Software Request", "Reimage Computer", "SM Modifications", and "T Drive Access/Creation". At the bottom of the page, there is a pagination control showing "Records: 11", a "Count" button, a "Go to page:" input field, a "Go" button, and "Page: 1 of 1". There are also "< Previous" and "Cancel" buttons.

- > 7 If the problem you are experiencing corresponds to any of the categories listed here, **select it** by clicking the **blue link**. Clicking the link automatically fills the **Title** field, and adds information to the **Description** field on your form. In most cases, using a **Template** also adds several questions to your **Description** field, to help you include all the information we need to quickly address and resolve your problem, or to fulfill your request. Please make sure that you answer all the questions in the **Description** field, and provide complete information, if possible.

If none of the scenarios listed on the **Common Needs** page correspond to your specific situation, at the bottom of the page, click the **Cancel** button. When asked *if you want to exit*, click **Yes** to go back to the main form page.

- > 8 In the **Title** and **Description** fields, complete a description of the problem you are experiencing. Once you have provided all the relevant information, at the bottom of the page, click the **Submit** button.

Within a few minutes of submitting your ticket, *Self-Service Center* sends you an *e-mail confirmation*, which includes the information you provided and a **number** assigned to your ticket. Later, when your ticket is reviewed by iCIT staff (usually within *30 minutes*, during regular business hours), a staff member sends

you a second e-mail, with either the information that your problem has been *resolved*, and how; or with *instructions* on how you can resolve the problem; or with a request for *additional information or clarification*.

If your problem has been resolved, the ticket is marked as **closed**. Otherwise, the ticket remains **open** until we find a solution, or a workaround.

HOW TO View and/or update an existing ticket

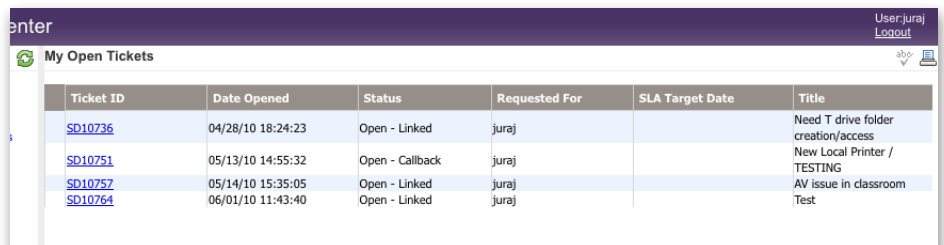
Once you have created a ticket, it is reviewed by iCIT staff, and either resolved, or reassigned to a senior technician for further investigation.

You can log-in to *Self-Service Center* to follow up on your ticket's status. You can also update an existing **open ticket** with new relevant information if it becomes available.

To view all tickets created by you, and to check their status:

- > 1 Go to the **iConnect** page at <http://www.uww.edu/icit/icontrol/>, and then click the **Start Here: Create Ticket** button.
- > 2 On the **navigation panel** located on the left margin of the page, click **View Open Tickets**. A new page loads, with a complete list of all your currently open tickets (*Figure 3*).

Figure 3: The listing of all your Open Tickets.



Ticket ID	Date Opened	Status	Requested For	SLA Target Date	Title
SD10736	04/28/10 18:24:23	Open - Linked	juraj		Need T drive folder creation/access
SD10751	05/13/10 14:55:32	Open - Callback	juraj		New Local Printer / TESTING
SD10757	05/14/10 15:35:05	Open - Linked	juraj		AV issue in classroom
SD10764	06/01/10 11:43:40	Open - Linked	juraj		Test

Alternately, you can click the **View Closed Tickets** link, to see the listing of all your previous tickets, created for problems which are now considered **resolved**, and for any **fulfilled** requests.

Each ticket is listed with its number (a blue link), and other information, listed in columns. If you are managing a large number of tickets, you can easily **sort** them by clicking each **column's heading**. Clicking the same column heading again, **reverses** the column sort order.

- > 3 If you want to see complete information about any specific ticket listed here (**open** or **closed**), click its **Ticket ID** number (blue link in the left-most column). This takes you to the **Ticket detail** page (*Figure 4*).

Figure 4: The details of a specific Ticket.

Ticket Detail		Contact Information	
Ticket ID:	SD10736	Contact Name:	juraj
Urgency:	3 - Average	Department:	UW-Whitewater/iCIT
Status:	Open - Linked	Phone:	(262) 472-5954
Open Time:	04/28/10 18:24:23	Extension:	
Service Recipient:	juraj	E-mail:	juraj@uwv.edu
Notify By:	E-mail	Location:	Main Campus
E-mail address:		Floor:	
Service:	Networked Storage		

Title

Need T drive folder creation/access

Description

For Access:

1. Name of Folder that they need access to.
2. Name of person needing access
3. Name of resource.

History

05/14/10 15:37:38 US/Central (juraj):
This is an update.

Update Back

- > 4 Among items listed on this page, you can see the original details you included when the ticket was created, as well as any later **updates**. A new field, assigned to your ticket by iCIT staff, and visible here, is **Urgency**. The levels of **Urgency** are determined depending on the **nature** of your problem, on **how many people** are affected by it, and on **other factors**. You *cannot* change the ticket's **Urgency** level.

In addition to viewing the information about any open or closed ticket, you can also use this page to **update the ticket** with any **new, relevant** information that has changed since the ticket was created (or previously updated).

To **update an existing ticket**:

- > 1 At the bottom of the **Ticket detail** page (Figure 4), click the **Update** button. A new page loads (Figure 5).
- > 2 In the **Update Description** field, type the new information.

You can use the **Add File...** button below this field to upload any file(s) that might help us understand your problem better. For example, you can upload an image with the *screen capture* of the error message your computer displays. Uploading files is **optional**.

Figure 5: Update Ticket page.

The screenshot shows a web interface for updating a ticket. At the top, it says 'Ticket SD10736'. Below that, a message states: 'A red asterisk (*) indicates required information.' The 'Ticket Detail' section shows 'Ticket ID: SD10736' and 'Title: Need T drive folder creation/access'. The 'Update Description' section has a large text area and an 'Add File...' button. At the bottom, there are 'Back', 'Save', and 'Close' buttons.

- > 3 When you have finished adding information, at the bottom of the page, click the **Save** button. Updated **Ticket Detail** page loads, with the information you updated (and uploaded files, if any) listed below the **Description** field (which contains the unchanged, original description of the problem). iCIT staff is notified immediately about your update.

HOW TO Find existing tickets (open or closed)

Self-Service Center has a **Find a Ticket** feature, which allows you to find existing **Tickets** that match any criteria you specify (Figure 6). The search can only be performed on the tickets associated with your *Net-ID*, that is, tickets which **you created**, or on which you are listed **either** in the **Service is for**, or in the **Contact** field.

Figure 6: Find a Ticket form.

The screenshot shows a search form titled 'Search'. It includes the following fields: 'Ticket ID:' (text input), 'Status:' (dropdown menu set to 'Open'), 'Open date between:' (two date pickers with 'and' in between), 'Close date between:' (two date pickers with 'and' in between), 'Submitted by:' (text input with a search icon), 'Requested for:' (text input with a search icon), 'Contact:' (text input with a search icon), and 'Area of concern:' (text input). At the bottom, there are 'Back', 'Search', 'Clear', and 'Restore' buttons.

To find the tickets that match specific criteria, after logging-in to the **Self-Service Center**:

- > 1 On the **navigation panel** located on the left margin of the page, click **Find a Ticket**. A new page loads, with fields for all available search criteria (*Figure 6*).

Ticket ID field allows you to enter any specific **Ticket ID** number. The **Status** field includes a drop-down menu with available options (**Open, Closed, Both**). **Open date between** and **Close date between**, as well as **Expected Resolution between** fields allow for entering the dates directly, or clicking **the calendar** icons at the end of each field for interactive calendar selection. **Submitted by, Requested for,** and **Contact** fields have a **Search** button at the end which can search for people's names and *Net-IDs* in UW-W directory listing. For instructions on how to find *Net-IDs* for UW-W faculty, staff, and students, see step >3 on page 2.

- > 2 After filling out the criteria by which you want to find a specific ticket, at the bottom of the form, click the **Search** button. A new page loads, and tickets that match your search criteria are displayed in a table.
- > 3 To see details of a specific **Ticket Detail** page (ticket's **Description**, its later **Updates**, its **Urgency** rating, and so on), in the leftmost column, click the **Ticket ID** (blue link). From this page you can update any open ticket using the process described above, in step >1, on page 5.

Contact Information

As before, if you prefer, you still have the option of contacting the *iCIT Technology Support Center* (formerly *Helpdesk*) by phone at **(262) 472-4357**, or by e-mail at **helpdesk@uww.edu**.

END OF DOCUMENT
