Login to the Service Desk

You can navigate to My Dashboard in one of three ways:

- By using the icon available on your desktop.
- By entering the following URL into your browser [http://www.itservicedesk.uwa.edu.au](http://www.itservicedesk.uwa.edu.au).

You will then be asked to authenticate by providing your UWA Login details. Once logged in you will be presented with your home page where you will be able to see all tickets that you have submitted, or that have been submitted by support staff on your behalf, both current and historical.

Other Guides

For further information on how to use the Service Desk please refer to the additional guides located on the Self-service Service Desk Support and Help webpage:


Understanding Service Desk notification emails

The Service Desk has been designed to not only allow you to submit and monitor tickets that you have submitted; but also notify you when support staff update your ticket.

Regardless of the submission method (email, telephone or self-service) the ticket submitted by you, or by support staff on your behalf, will trigger an email notification informing you that the ticket has been opened.

The contents of the notification will vary slightly dependent on whether you are recorded as the **Caller** or the **Affected user** against the ticket.

**Caller**

Regardless of whether you are recorded as the **Caller** or the **Affected user** against the ticket - the email you receive will consist of the following information:

- A short description reflecting the brief explanation about what the ticket is about.
- The date and time of when the comments were submitted along with the actual comments entered against the ticket.
- A signature letting you know which Service Desk your ticket is currently assigned to.

**Caller only**

If you are recorded as the **Caller** against the ticket then the email notification will also contain a link to the ticket itself within the Service Desk.
Email Examples

Upon creation of a ticket
Upon submission of a new ticket you will receive an email informing you of the ticket number and a description of what was submitted.

<table>
<thead>
<tr>
<th>From: UWA Service Desk <a href="mailto:servicedesk@uwa.edu.au">servicedesk@uwa.edu.au</a></th>
<th>Sent: YYYY-MM-DD HH:MM:SS</th>
</tr>
</thead>
<tbody>
<tr>
<td>To: <a href="mailto:firstname.lastname@uwa.edu.au">firstname.lastname@uwa.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>Subject: Incident 'INC0000000' opened - Short Description</td>
<td></td>
</tr>
</tbody>
</table>

An incident has been opened on your behalf, through the Service Desk.

The incident relates to: A brief explanation of what the ticket is about.

Comments:

<table>
<thead>
<tr>
<th>YYYY-MM-DD HH:MM:SS WST – Support Staff Members Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>A more descriptive explanation of the issue – providing as much detail as possible.</td>
</tr>
</tbody>
</table>

From: UWA Service Desk <servicedesk@uwa.edu.au> | Sent: YYYY-MM-DD HH:MM:SS |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>To: <a href="mailto:firstname.lastname@uwa.edu.au">firstname.lastname@uwa.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>Subject: Incident 'INC0000000' updated - Short Description</td>
<td></td>
</tr>
</tbody>
</table>

If you are nominated as the Caller, the email will contain the link to the self-service Service Desk.

Watermark inserted to ensure any responses are attached back on the original ticket.

Upon update of a ticket
When support staff make comments against your ticket you will receive an email notification with a record of the comments entered.

<table>
<thead>
<tr>
<th>From: UWA Service Desk <a href="mailto:servicedesk@uwa.edu.au">servicedesk@uwa.edu.au</a></th>
<th>Sent: YYYY-MM-DD HH:MM:SS</th>
</tr>
</thead>
<tbody>
<tr>
<td>To: <a href="mailto:firstname.lastname@uwa.edu.au">firstname.lastname@uwa.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>Subject: Incident 'INC0000000' updated - Short Description</td>
<td></td>
</tr>
</tbody>
</table>

Please click [INC0000000](http://www.itservicedesk.uwa.edu.au) to view this incident through the self-service system. (You will need your Pheme username and password)

Short description: A brief explanation of what the ticket is about.

Comments:

<table>
<thead>
<tr>
<th>YYYY-MM-DD HH:MM:SS WST – Support Staff Members Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>The comments provided either by yourself or via support staff who submitted this ticket on your behalf.</td>
</tr>
</tbody>
</table>

Dear <insert name>,

Text providing you with such things as a status update; or requesting additional information.

Regards

Previous customer comments...

Display the current short description entered against the ticket.

Customer comments

<table>
<thead>
<tr>
<th>YYYY-MM-DD HH:MM:SS WST – Support Staff Members Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>A previous customer comment entered by either you or the support staff.</td>
</tr>
</tbody>
</table>

This section will contain the previous customer comments entered (either by yourself or the support staff); this allows you to have some context when reading the newer customer comments above.

Watermark inserted to ensure any responses are attached back on the original ticket.

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CRICOS provider code (00126G)
Ref:MSG00000000

The short description entered via self-service; the subject line of the email you submitted or what was entered by support staff on your behalf.

The comments provided either by yourself or via support staff who submitted this ticket on your behalf.

Contains a signature showing you which of the Service Desks this notification came from.

The date and time when comments were submitted, as well as the name of the person submitting those comments (yourself or a support staff member).

The date and time when the comments were submitted; as well as the name of the support person who entered the comments.

Contains the signature showing you which of the Service Desks this notification came from.

Watermark inserted to ensure any responses are attached back on the original ticket.

CRICOS provider code (00126G)
Ref:MSG00000000
Understanding Service Desk notification emails (June 2015)

Upon resolution of a ticket

When support staff believe they have resolved your ticket, you will receive an email notification.

| From: UWA Service Desk <servicedesk@uwa.edu.au> | Sent: YYYY-MM-DD HH:MM:SS |
| To: firstname.lastname@uwa.edu.au | Subject: Incident 1NC0000000 resolved: Short Description |

This email notification contains important information that requires your attention.

We believe that your incident 1NC0000000 has been resolved.

Display the solution that facilitated the resolution of your ticket.

Solution

Text indicating how your incident was resolved.

Comments:

YYYY-MM-DD HH:MM:SS WST – Name of the person entering the text below

Customer comments

The last customer comment recorded against this Incident.

Previous customer comments.

However we now need you to confirm that the incident has been resolved to your satisfaction. Click here 1NC0000000 (You will need your Pheme username and password.) If you can confirm that the incident can be closed select Yes from the ‘Accept resolution’ drop-down list located next to the ‘Solution’ field. If you do not believe that it has resolved please select No and enter appropriate ‘Customer comments’ so that we can investigate further.

If you do not provide feedback, this incident will automatically close in three (3) days.

The last customer comment recorded against this Incident.

Contains the signature showing which of the Service Desk’s this notification came from.

Watermark inserted to ensure any responses are attached back on the original ticket.

Upon closure of a ticket

You will receive a final notification confirming that the ticket is now closed.

| From: UWA Service Desk <servicedesk@uwa.edu.au> | Sent: YYYY-MM-DD HH:MM:SS |
| To: firstname.lastname@uwa.edu.au | Subject: Incident 1NC0000000 closed: Short Description |

Incident 1NC0000000 has been closed.

Please do not respond to this email, or attempt to re-open this incident. If the issue has recurred or not been resolved satisfactorily, please submit a new incident to the Service Desk.

Display the current short description entered against the ticket when the ticket was resolved.

Short description: A brief explanation of what the ticket is about

Solution

Text indicating how your incident was resolved.

Comments:

 YYYY-MM-DD HH:MM:SS WST – Name of the person entering the text below

Customer comments

The date and time when the comments were submitted, as well as the name of the person who entered the comments.

Important information that you should read, and if you do not believe the ticket has been resolved you should respond accordingly.

If you are nominated as the Caller, the email contains the link to the self-service Service Desk.

Ref:MSG0000000

Contains the signature showing which of the Service Desk’s this notification came from.

Watermark inserted to ensure any responses are attached back on the original ticket.

When your ticket is marked as resolved by support staff, you will have 3 days to indicate that the ticket hasn’t been resolved to your satisfaction. After 3 days the ticket will automatically close if there has been no further updates.

Should your ticket auto-close but you still require more help, you should submit a new ticket and make reference to the closed ticket so that your local support group can review and continue investigations.

Once a ticket is closed you should not respond to any email notifications related to that ticket!