Guides & Tutorials

Service Desk

Navigating the Service Desk
The Service Desk has been designed to ensure you get the help you need, in a timely and appropriate manner from your local support staff. This guide will help you identify, navigate and use various aspects of the Service Desk My Dashboard.

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:


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.

Introducing the Service Desk

![Image of Service Desk interface]

Banner Frame

Application Navigator

Content Frame
When you log-in to the Service Desk, you will see four sections:

- **Banner Frame**
  Contains commonly used functions such as allowing you to collapse/expand the banner and exit the Service Desk as well as functionality that allows you to navigate easily back to your home page; print the current page being viewed; access help and change the contrast theme being used in your browser.

- **Application Navigator**
  The application navigator contains My Dashboard menus that allow you to submit requests through Self Service; access Knowledge articles to see if you can find an answer to a query you may have; Create New submissions; view all tickets submitted by you or by support staff on your behalf.

- **Content Frame**
  Shows the page you are currently on. Once logged in you will always be presented with your Self Service home page, until you navigate to another page using the application navigator menus.

- **Edge Toolbar**
  The edge toolbar provides quick links to commonly used features – such as bookmarks and other flyout features.

**Home Page**

Your home page (displayed in the Content Frame, when you first login) will show:

- **News**: keeps you notified of news events that you may need to be aware of.
- **Knowledge Search**: allows you to search for articles that may help you with your incident or request.
- **My Incidents by State**: A visual representation of all your Incidents grouped by state.
- **My Incidents (All States)**: Shows you all the Incidents submitted either by yourself or on your behalf by support staff; grouped by the ‘state’ – such as:
  - New incidents are in a queue to be attended to by the next available support staff member
  - Active incidents are currently being looked at
  - Awaiting User Info means that support staff have requested additional information from you and they are awaiting your response
  - Resolved means that support staff believe they have now resolved your submission and are waiting on you to confirm that the request has been resolved to your satisfaction

While navigating My Dashboard you will encounter some common terminology:

- an **incident** is deemed to be an event in your day-to-day work environment, where something that has previously worked for you no longer does so – for example, the inability to login or print, when yesterday you had no such problem!
- a **request** is when everything is working, but you need to be able to do something that you haven’t previously needed to do – for example, gaining access to a new system or setting up a mobile device to access Unifi or eduroam!

The Service Desk offers you the ability to submit and monitor both incidents and requests via a Service Desk ticket; you will then be able to track and be kept informed about the status of this ticket as well as any tickets previously. The Service Desk also shows notifications about the status of services – such as when email or Internet are temporarily unavailable or scheduled maintenance occurs over the weekend.

In terms of how you will use My Dashboard, think of an incident or request as a singular event in your day-to-day work environment that causes an unnecessary interruption. This then requires you to contact your support group by making a submission through either the Self Service or Create New options, so that it can be resolved (to your satisfaction).
Gear Icon

By clicking the gear icon (⚙️), located in the banner frame, you are presented with additional functionality that allows you to:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🏡</td>
<td>Home</td>
<td>Navigate to your home page.</td>
</tr>
<tr>
<td>📣</td>
<td>Print</td>
<td>Opens a printer friendly page that can then be printed.</td>
</tr>
<tr>
<td>📚</td>
<td>Help</td>
<td>Takes you to the online, context sensitive, wiki (managed and maintained by ServiceNow).</td>
</tr>
<tr>
<td>🕐</td>
<td>Font size</td>
<td>Allows you to decrease or increase the font size used on pages and menus.</td>
</tr>
<tr>
<td></td>
<td>Split Layout</td>
<td>Allows you to toggle between using split frames vertically or horizontally.</td>
</tr>
<tr>
<td></td>
<td>Enable Accessibility</td>
<td>Enables/disables the Service Desk’s support for several specifications in the Section 508 of the US compliance code (<a href="http://www.section508.gov/">http://www.section508.gov/</a>) to make the interface accessible to users with disabilities.</td>
</tr>
<tr>
<td></td>
<td>Theme</td>
<td>Allows you to select a theme that adjusts, visually, how the user interface is displayed.</td>
</tr>
</tbody>
</table>

Edge Toolbar

The Edge toolbar provides you with the following functionality:

- **Toggle Navigator**: shows or hides the application navigator.
- **List and Form View**: splits the content frame into two vertical panes, with the list pane on the left and the form pane on the right.
  
  To split the content pane horizontally, click the gear icon and then click Split Layout **Horizontal**.
- **Tagged documents**: displays the Tagged Documents page.
- **All bookmarks**: provides a list of all bookmarks in the Edge.
- **Bookmark and pane-based UI help**: displays the Edge help window.

Tagged Documents

Tags enable you to categorise different tickets that you have submitted into the Service Desk; providing you with a quick and easy way to navigate and view all tagged tickets on one page.

1. Navigate to a ticket you wish to tag.
2. Click the **Edit Tags** icon (🛠️) to display the **Add Tag** field.
3. Click in the **Add Tag** field and then perform one of the following:
   - To assign an existing tag, begin typing the tag name and select the tag.
   - To create a new tag, enter a new tag name and press **Enter**.

   *The tag is added to the form. You can assign more than one tag to a document.*

Using Bookmarks

A bookmark is a link to information within the Service Desk that is stored on the Edge toolbar. You have the ability to create and manage your own bookmarks by just dragging a link onto the Edge toolbar. Once the bookmark for that link appears on the Edge toolbar you can then customise it by just hovering the mouse over the icon and clicking the **Edit Bookmark** link.