Guides & Tutorials

Service Desk

Submitting a new request
The Service Desk has been designed to allow you to search through the extensive Knowledge articles to find a solution to your issue or request; or to submit a ticket and have your submission resolved in a timely and appropriate manner by your local support staff.

This guide will help you use the Knowledge articles and/or create a new ticket requesting help.

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:

• http://www.bits.uwa.edu.au/it-help/staff-all/service-desk

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 clicking on the icon located on the Business Information & Technology Services webpage http://www.bits.uwa.edu.au/it-help/staff-all.

• By entering the following URL into your browser 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.

Self Service
Click the Self Service link and choose from the available options – for example, you may wish to request a new mailing list or distribution group; or you may wish to Create a New Incident.

News and Knowledge
Check the news feed displayed on your home page to determine if your request is related to a known issue (such as the email currently not working). If there is nothing related to your request in the news feed, you should then click on Knowledge, to see if an article addresses your issue.

Searching Knowledge
To view the details of a News or Knowledge article, just click the article title.

1. If there is no featured Knowledge article that meets your needs, enter keywords in the search Knowledge field, and then click Search.

2. Click the title of an article to be presented with the contents of that article.

3. If you are unable to find a suitable Knowledge article, select the option to Create a New Incident.
Submitting a new incident

4. Click **Create new**.

5. By default the ticket will show you as the **Caller** and also as the **Affected user**; however if you wish to lodge this submission on behalf of another user you can either:
   - manually enter their full name (First Name then Last Name) and select from the list displayed, to nominate them as the **Affected user**; or
   - click the **Lookup using** list icon and enter appropriate search criteria; then select the correct individual from the search results displayed.

6. Provide a brief explanation, via **Short description**, what the issue is about.

7. Explain the issue in more detail via **Customer comments**.

8. If appropriate attach any relevant documents by clicking the paper clip (📎) located in the upper right.

9. Once you have entered all relevant information click **Submit**.

An email notification will be sent to you, and the affected user if different, to confirm that a new ticket has been submitted.

**Glossary**
- **Self Service**
  Use the Self Service to request things like new accounts, new mailboxes or new distribution lists.

- **News feed**
  The News feed displays service notifications that you may need to be aware of; such as known issues, scheduled downtimes etc.

- **Knowledge**
  Articles containing an extensive range of information that will allow you to self-help; such as how to set up email on your iPhone.

- **Caller and Affected user**
  Both the Caller and Affected user will receive all email notifications; however only the Caller will be able to view and update the ticket through their **My Dashboard**.

- **Short description**
  Similar to the subject line of an email – describes, in brief, what the ticket is about.

- **Customer comments**
  Allows you to provide more details about the issue; thereby ensuring your ticket can be dealt with in a timely and appropriate manner.