Guides & Tutorials

Service Desk

Monitoring and resolving submissions
The Service Desk has been designed to allow you to monitor tickets that you have submitted, or that have been submitted by your local support staff on your behalf, through use 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.

Updating an ticket
After a ticket has been submitted, you may need to add more information. You can add attachments, make comments, and confirm the resolution of tickets, where you are listed as the Caller, through the Service Desk.

Open an active ticket
1. To navigate to the ticket click on the link included in the email notification you would have received; or log into the Service Desk and click My Incidents (located beneath My Dashboard) and choose the relevant ticket from the list displayed. 
   *Note that although you will be able to view your closed tickets you will not be able to update them once closed!*

Adding an attachment
1. With the ticket displayed click the paper clip (_attach) icon located in the upper right or the click the Manage Attachments link (if files are already attached).
2. Browse for, and attach your document(s).

*The attachments will then be uploaded and; will automatically appear on the ticket as icons and links at the top of the ticket form.*
**Making additional comments**
You may need to add comments in response to support staff or provide additional information.

1. Open the ticket and enter appropriate **Customer comments**. Upon completion click the **Update** button.

2. Support staff will then review the updated ticket before responding, as appropriate, via the ticket.

**Confirming resolution of your ticket**
When support staff believes they have resolved your ticket, you will receive an email notification confirming this.

1. Click on the ticket link within the email you received and review the **Solution** provided.

2. From the **Accept resolution** drop-down list select:
   - **Yes** to accept the resolution; or
   - **No** if you believe the ticket has not been resolved; then enter details in **Customer comments** providing details as to why the ticket is not resolved.

3. Click **Update** and if **No** was selected, support staff will review your comments and continue investigations; if **Yes** was selected the ticket will automatically close.

Upon receiving the resolved email notification if you do not take any further action then your ticket will be automatically closed after 3 days. Once your ticket is closed, you will receive a final email notification informing you of the closure.

**Glossary**

- **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**.

- **Customer comments**
  Allows you to explain the ticket in more detail; this will ensure your request can be dealt with in a timely and appropriate manner.

- **Submission closure**
  Once your ticket has been closed it cannot be re-opened. 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 you have not responded. Should your ticket auto-close but you still require more help, you should submit a new ticket and make reference to the closed ticket number so that your local support group can review and continue investigations.