How to Submit a Service Desk ticket?

Step 1. Login to system using username and password (same as network login/password). Link can be found on ITS Website under <u>Service Desk - Faculty/Staff</u>

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| TATE UNIVERSITY | User Name: Password | Please log in ogdenp | | |

Step 2. Select *Service Catalog* appropriate to your Service Desk needs. Items with <u>arrows</u> to the right of each service contains additional catalog items.

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| | 0 | | select item(s) | Contains Search | x |
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| Account Services Password Resets, New Hire, Clearance, Banner & VPN Access, Name Change | Software Services Commonly used programs and virus removal services. | Hardware Non-classroo services & loa | Services Im hardware aner equipment. | Mobile Services Email setup and assistance with WiFi connectivity. | |
| Network and Wireless Services WiFi and network issues. | Telephony Services | Classroom Services Classroom ha | ardware services | Student ECD Loaner Service Request this service for student ECD loaner. | |
| ITS Event Services Request ITS Event Services for Faculty/Staff |] | | | | |

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Step 3. Click Service Catalog > to select appropriate service (in this example *Account Services* is selected)



Step 4. Select service > (in this example Faculty/Staff Password Reset)

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| SU Services • Account Services | | | | | |
| SU. Services • Account Services | | | | | |
| 5U Services Account Services Faculty/Staff Password | Faculty/Staff VPN | Name Change | e des to undate | New Hire | |
| 5U Services Account Services Faculty/Staff Password Reset | Faculty/Staff VPN Access | Name Chang Request this serv | e vice to update | New Hire Request this service to on- board a New Hire. | |
| SU Services Account Services Faculty/Staff Password Reset Request this service to have vour Password Reset | Faculty/Staff VPN Access Request this service to gain access to VPN | Name Chang Request this serv your name. | e vice to update | New Hire Request this service to on- board a New Hire. | |
| SU Services Account Services Faculty/Staff Password Reset Request this service to have your Password Reset | Faculty/Staff VPN Access Request this service to gain access to VPN | Name Chang Request this serv your name. | e vice to update | New Hire Request this service to on- board a New Hire. | |
| SU Services Account Services Faculty/Staff Password Reset Request this service to have your Password Reset Email Distribution List | Faculty/Staff VPN Access Request this service to gain access to VPN Shared Folder | Name Chang Request this serv your name. | e vice to update | New Hire Request this service to on- board a New Hire. | |
| SU Services Account Services Faculty/Staff Password Reset Request this service to have your Password Reset. Email Distribution List Request an addition/removal | Faculty/Staff VPN Access Request this service to gain access to VPN Shared Folder Shared drives request | Name Change Request this serv your name. | e vice to update | New Hire Request this service to on- board a New Hire. | |
| SU Services > Account Services Faculty/Staff Password Reset Request this service to have your Password Reset Email Distribution List Request an addition/removal from all user/all faculty/al staff | Faculty/Staff VPN Access Request this service to gain access to VPN Shared Folder Shared Folder | Name Chang Request this serv your name. Banner Access Banner access re | e vice to update ss equest | New Hire Request this service to on- board a New Hire. | |

How to Submit a Service Desk ticket?

Step 5. Click *Request Service* > provide a Description



Step 6. Click Submit

| icket Information | Ticket Information | | |
|-------------------|--|---|----------------------|
| Attachments | Ticket Number: | Short Description*: | |
| | Status: Request | Alternate Phone Number: | Created On: |
| | Description*: Copy from: Knowledge Base | | |
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| | Password Reset | | |

Your will receive email notification from Service Desk that your request has been received along with a ticket #.

Step 7. Click X to close out open Ticket 🔸



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Step 8. To Logoff > Select Welcome, Your name in

the top right corner – Click *Logout*