

ITS Self-
Service
Portal –
Overview



St. Lawrence
College

This is a manual that contains
pertinent information about the
ITS Self Service Portal.

January 2023

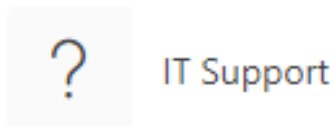
The ITS Self-Service Portal is available for staff, faculty and students to submit issues for times when the Service Desk is either not available, or the issue at hand is less urgent. Instead of sending an e-mail to the Service Desk, we recommend submitting your request via the Self-Service Portal, which automatically creates a work order in the IT ticket tracking system for action. After submitting your request, you can check on the status of it and provide updates if you desire.

The portal also provides access to various custom forms, including one for New Accounts, another for Panopto closed captioning requests, and PeopleSoft requests. These forms will guide you in filling out all the required information for your request and can often speed up the resolution of these issues.

Finally, the Knowledge Base is available to all users and provides a library of articles that provide insight into the services IT provides, and allows you to search out troubleshooting tips for the issue you may be having.

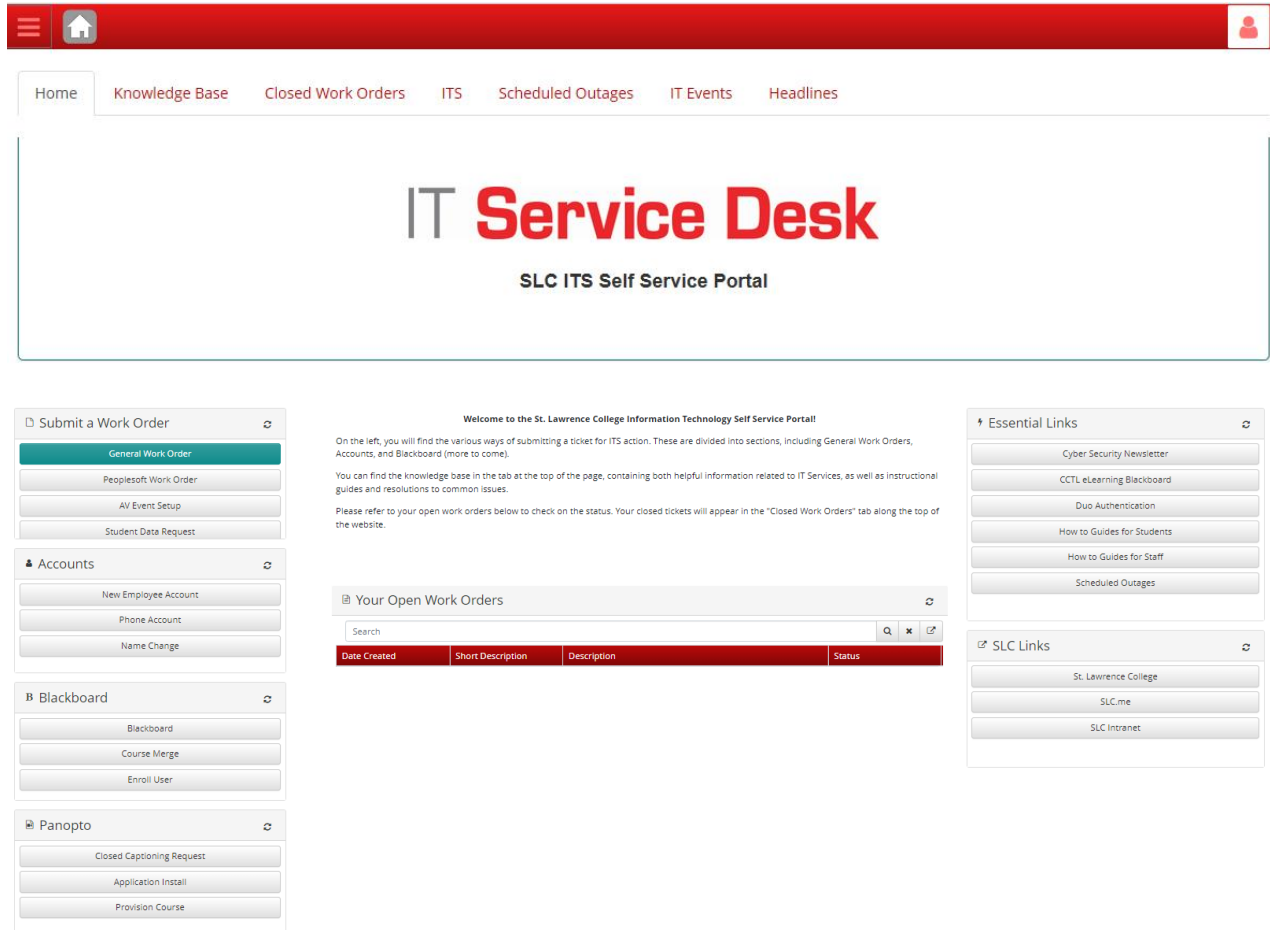
Accessing the Portal

To access the IT Self Service Portal, first login to SLC.me. You will find an icon for IT Support near the bottom of the grid of services, pictured below:



Portal Sections

The home page of the portal is shown below:



The screenshot shows the ITS Self-Service Portal home page. At the top, there is a red navigation bar with a home icon, a menu icon, and a user profile icon. Below this is a white navigation bar with tabs for Home, Knowledge Base, Closed Work Orders, ITS, Scheduled Outages, IT Events, and Headlines. The main content area features a large heading "IT Service Desk" and "SLC ITS Self Service Portal".

On the left, there are several sections for submitting work orders:

- Submit a Work Order**: General Work Order (highlighted), Peoplesoft Work Order, AV Event Setup, Student Data Request.
- Accounts**: New Employee Account, Phone Account, Name Change.
- Blackboard**: Blackboard, Course Merge, Enroll User.
- Panopto**: Closed Captioning Request, Application Install, Provision Course.

In the center, there is a "Welcome to the St. Lawrence College Information Technology Self Service Portal!" message. It provides instructions on how to submit tickets and find the knowledge base. Below this is a "Your Open Work Orders" section with a search bar and a table with columns: Date Created, Short Description, Description, and Status.

On the right, there are two sections:

- Essential Links**: Cyber Security Newsletter, CCTLeLearning Blackboard, Duo Authentication, How to Guides for Students, How to Guides for Staff, Scheduled Outages.
- SLC Links**: St. Lawrence College, SLC.me, SLC Intranet.

Your view of the portal may be slightly different, depending on your role in the college (that is, staff or student). The “Your Open Work Orders” at the bottom will display only your work orders, and not all open tickets in our system.

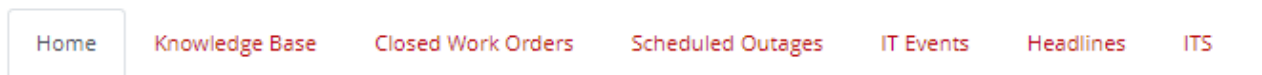
We will now tour the home page, starting from the top (red) header bar.

Header Bar



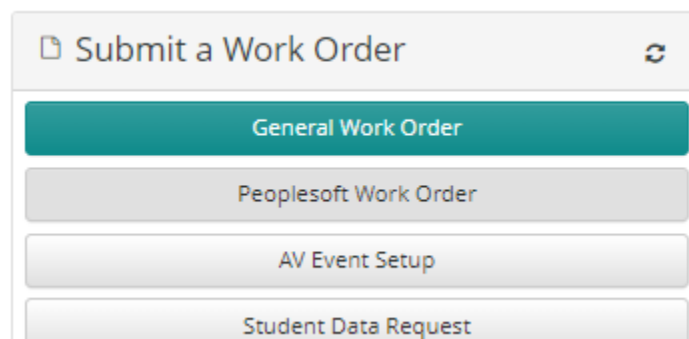
The header bar runs along the width of the page; on the left are two buttons: Menu (three dashes) and Home. The menu button will slide out the menu bar from the left of the page, allowing quick access to a variety of items, including fillable forms and essential links. The home button will always be present in the top left corner, and will bring you back to this landing page.

Navigation Tabs



Below the header bar are your Navigation Tabs, which provide you access to main pages like the Knowledge Base and Closed Work Orders. You can always click on the Home button to get back to the landing page of the portal. Note that you may receive an “access denied” message when navigating to some tabs, such as ITS, which are limited to specific users.



Submit a Work Order



The button you will be accessing the most is “General Work Order” located within the “Submit a Work Order” section on the left of the main portal. It will bring up a new page with a layout that allows you to submit a ticket directly to the Service Desk.

Essential Links

These links will bring you to pages on the St. Lawrence College website that includes valuable How-To Guides and documents. Many of the Guides are linked in the Knowledge Base and are presented on these web pages for convenient access.

 Essential Links 

Cyber Security Newsletter

SCTL eLearning Blackboard



Duo Authentication




How to Guides for Students

How to Guides for Staff


Scheduled Outages

Your Open Work Orders

 Your Open Work Orders 

Search   

| Date Creat... | Short Desc... | Description | Status |
|---------------|---------------|--------------------------------|--------|
| 7/11/2019 | Computer | Computer #15 in room 11140 has | Open |

 1 - 1 of 1 items

Finally, at the bottom of the pages is a listing of all your open work orders. If you have submitted a work order, you can check on its status here; click anywhere in the row to open the work order and view its details. Closed work orders are not present in this view: you can find them under the tab for “Closed Work Orders” in the navigation tabs near the top of the page as described earlier.