# ITS Self Help Portal – Overview

This is a manual that contains

pertinent information about the

ITS Self Help Portal.



College

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# ITS Self Help Portal

The ITS Self Help 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 Help 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**

First, you will want to navigate to the Self Help portal, located at:

#### http://itservice.sl.on.ca/User

We recommend Chrome, but Internet Explorer and Firefox are supported as well. If you are prompted for credentials, please enter your SLC credentials (the same you use to login to the computers or your e-mail).

Please note that this site is only accessible from campus computers, and is not available remotely.



#### **Portal Sections**

The home page of the portal is shown below:

| =                                       |                          |             |                         |                   |           | - |
|---|--------------------------|-------------|-------------------------|-------------------|-----------|---|
| SLC IT Service Desk Knowled             | ge Base My Work Orders   | ITS S       | Scheduled Outages       |                   |           |   |
|   |                          |             |                         |                   |           |   |
|   |                          |             |                         |                   |           |   |
|   | erv                      | IC          | $e \sqcup$              |                   | 5K        |   |
| Welcome                                 | to the St Lawrence Coll  | ege Inform: | ation Technology Sel    | lf Help Site      |           |   |
| Welcome                                 |                          | egennonna   | ation recimology de     |                   |           |   |
| Search Knowledge Base                   | ×                        | S           | Submit a Work Order     | Peoplesoft Work O | rder      |   |
|   |                          | Ν           | New Account Request For | m                 |           |   |
|   |                          |             |                         |                   |           |   |
| F Essential Links                       |                          |             |                         |                   |           | C |
| Student How-To Guides Sta               | ff How-To Guides Schedu  | led Outages |                         |                   |           |   |
| <ul> <li>My Open Work Orders</li> </ul> |                          |             |                         |                   |           | a |
| x Hy open Hork ordero                   | 1                        |             |                         |                   | 1         | ~ |
| Ticket Nu Category                      | Description              | working     | Status To               | otal Time Open    | Date Crea | * |
| H9KF443431 Desktop                      | Computer #15 has stopped | working     | Open 18                 | s nr(s) oo min(s) | 9/20/2017 |   |
|   |                          |             |                         |                   |           |   |
|   |                          |             |                         |                   |           |   |
|   |                          |             |                         |                   |           | - |

Your view of the portal may be slightly different, depending on your role in the college (that is, staff or student). The "My 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**

| SLC IT Service Desk Knowledge Base My Work Orders ITS | Scheduled Outages |
|---|-------------------|
|---|-------------------|

Below the header bar are your Navigation Tabs, which provide you access to main pages like the Knowledge Base and My Work Orders. You can always click onto SLC IT Service Desk or the Home button to get back to 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.

#### **Search and Fillable Forms**

| Search Knowledge Base | × | Submit a Work Order      | Peoplesoft Work Order |  |
|-----------------------|---|--------------------------|-----------------------|--|
|                       |   | New Account Request Form |                       |  |

The button you will be accessing the most is "Submit a Work Order" and will bring up a new page with a layout that allows you to submit a ticket directly to the Service Desk. Below the IT Service Desk banner, you will encounter the Knowledge Base search, and buttons that provide you access to some of the fillable forms. Note that the Search feature will only search the Knowledge Base and does not search through your work orders.



#### **Essential Links**

| ۶ Essential Links     |                     |                   |  |  |  |  |
|-----------------------|---------------------|-------------------|--|--|--|--|
| Student How-To Guides | Staff How-To Guides | Scheduled Outages |  |  |  |  |

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.

## **My Open Work Orders**

| n My Open Work Orders |          |                                  |        |                    |             |
|-----------------------|----------|----------------------------------|--------|--------------------|-------------|
| Ticket Nu             | Category | Description                      | Status | Total Time Open    | Date Crea   |
| H9KF443431            | Desktop  | Computer #15 has stopped working | Open   | 18 hr(s) 26 min(s) | 9/20/2017 ^ |

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 "My Work Orders" in the navigation tabs near the top of the page as described earlier.