

TopDesk –
Self-service
Portal



St. Lawrence
College

This is a manual that contains
pertinent information about
TopDesk

May 2023

About TopDesk:

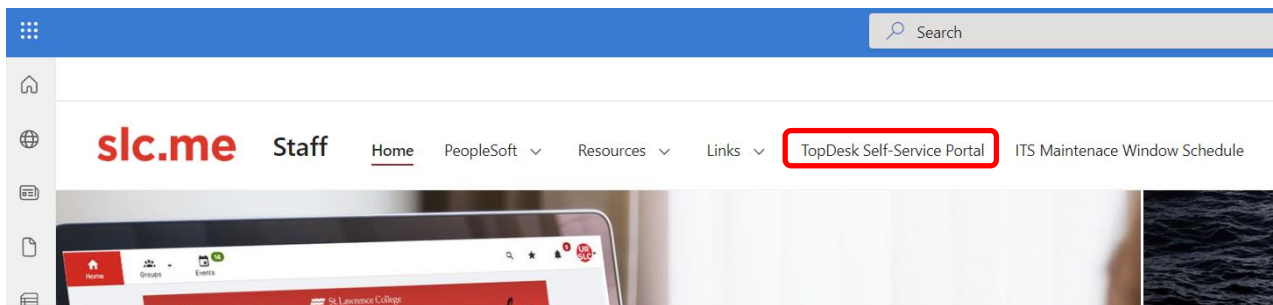
The TopDesk Self-Service Portal is available for staff and faculty to submit requests to a number of service departments at St. Lawrence College. Instead of sending an e-mail to a specific department, we recommend submitting your request via the TopDesk Self-Service Portal, which automatically creates a work order in the 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, and information for varying departments at SLC, including Facilities Management (FMS), Procurement, the Registrar's Office, PeopleSoft Operations, and Information Technology Services (ITS). These forms will guide you in filling out the required information for your request and can often speed up the resolution of these issues.

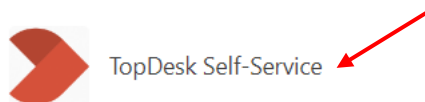
Finally, the Knowledge Base is available to all users and provides a library of articles that provide insight into the services we provide and allows you to search out troubleshooting tips for the issue you may be having.

Accessing TopDesk:

To access the TopDesk Self Service Portal, first log into SLC.me. You will find a link on the top banner called "TopDesk Self-Service Portal".



There is also a link near the bottom of the grid of services, pictured below:



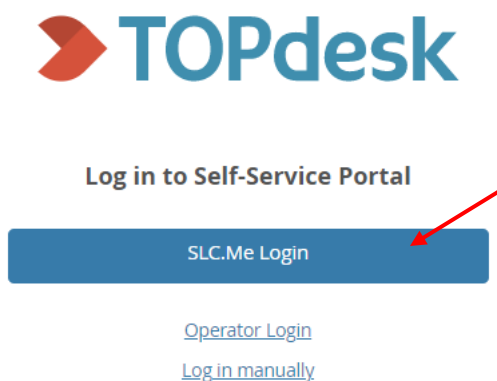
Alternately, you can launch your internet browser (preferably Google Chrome), and go to the following URL: <https://slc.topdesk.net/>

Logging into TopDesk:

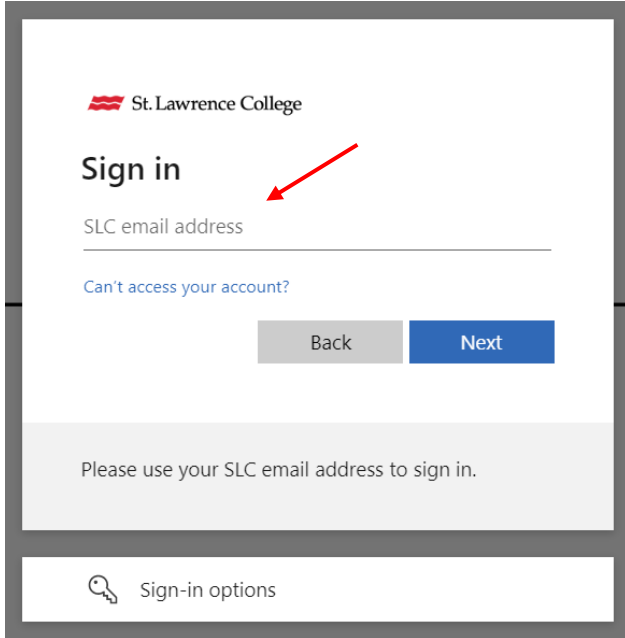
1. Access the TopDesk Self-Service icon or Link through slc.me, or launch your internet browser (preferably Google Chrome) and go to the following URL:
<https://slc.topdesk.net/>
2. Click on 'Log in to Self-Service Portal'



3. Click on 'SLC.Me Login'

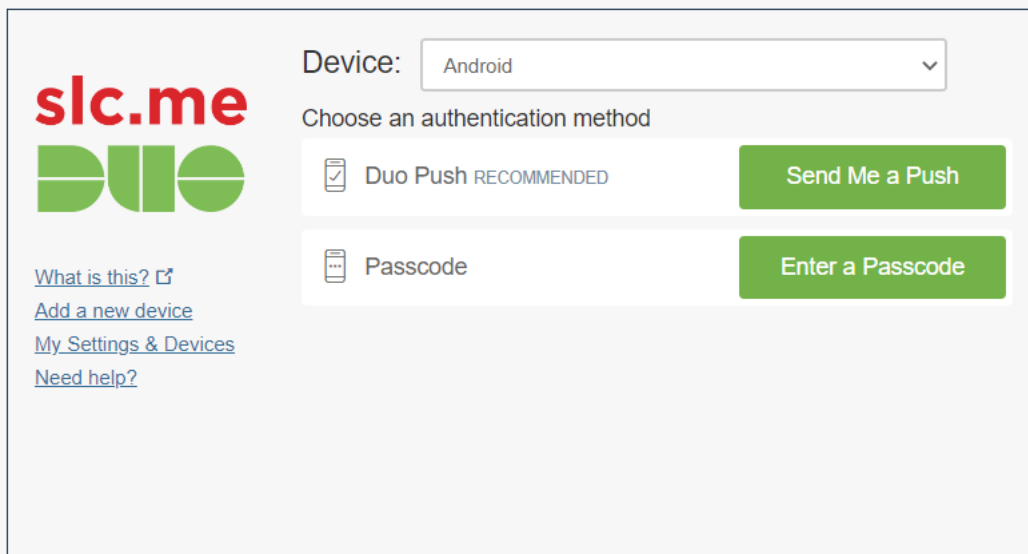


4. You will be prompted to enter your full SLC email address and password



The screenshot shows the St. Lawrence College sign-in page. At the top left is the St. Lawrence College logo. Below it is the heading "Sign in". A red arrow points to the "Sign in" heading. Underneath is a text input field labeled "SLC email address". Below the input field is a link that says "Can't access your account?". At the bottom of the form are two buttons: "Back" (grey) and "Next" (blue). Below the form is a grey box with the text "Please use your SLC email address to sign in." At the very bottom is a search icon and the text "Sign-in options".

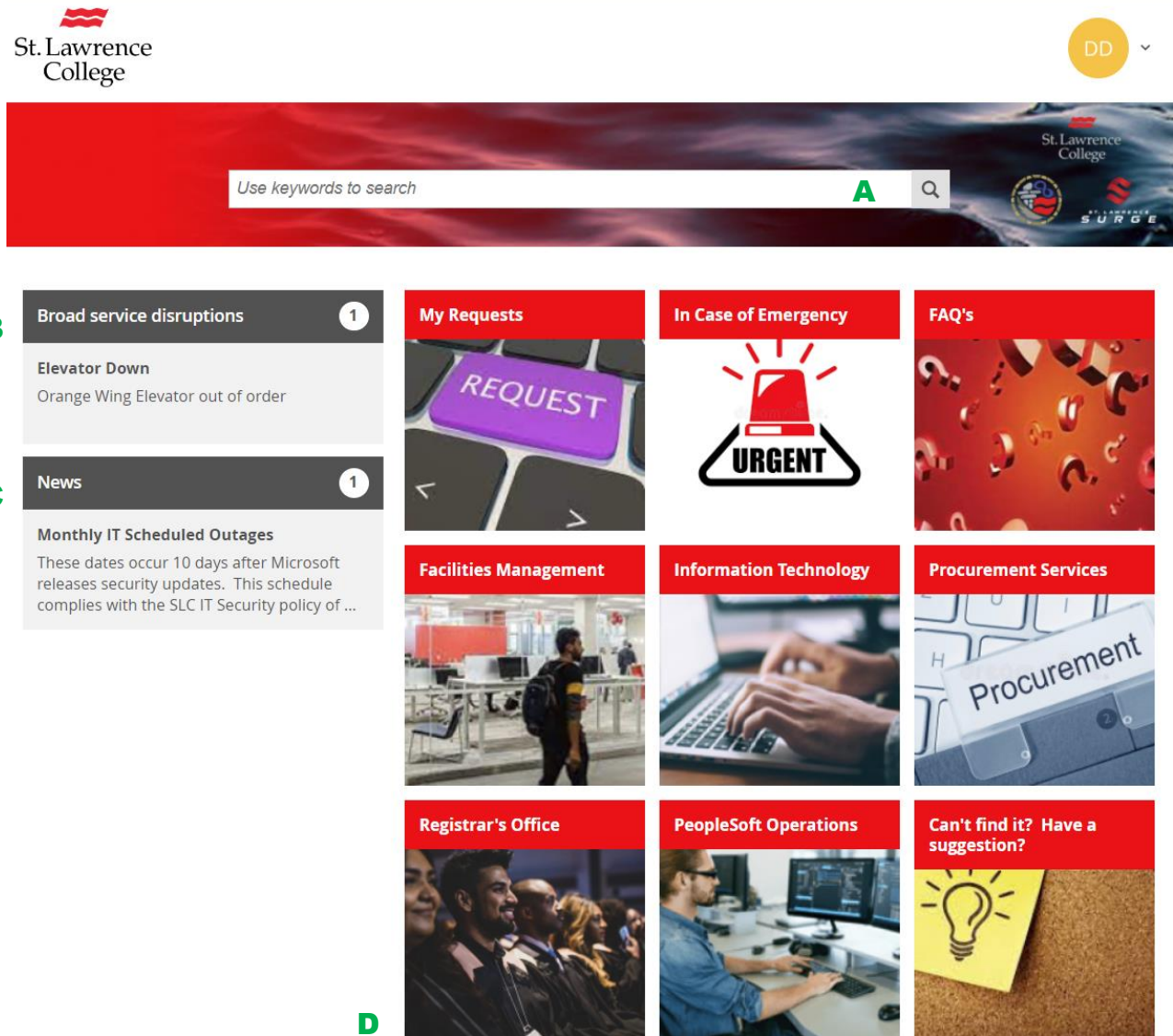
5. You will also be prompted for DUO authentication



The screenshot shows the slc.me DUO authentication page. On the left is the slc.me logo and the DUO logo. Below the logos are four links: "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". On the right, there is a "Device:" dropdown menu with "Android" selected. Below that is the heading "Choose an authentication method". There are two options: "Duo Push RECOMMENDED" with a green "Send Me a Push" button, and "Passcode" with a green "Enter a Passcode" button.

TopDesk's Landing Page:

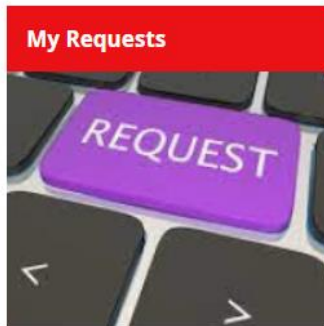
You will now be on the landing page for SLC's TopDesk Portal:



- A. You can search by **'keywords'** in the top search field.
- B. You will find a section for **'Broad service disruptions'**.
- C. You will also find a section displaying College **'News'** items.
- D. Lastly, you will see a panel displaying **TopDesk's Tiles**, which will link you to each College service.

TopDesk's Service Tiles:

My Requests



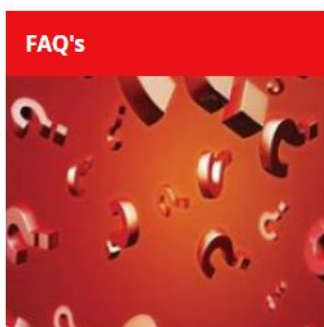
You will be able to see all the Requests that you've submitted, regardless of which Service Department you've opened a ticket with. This includes both open and closed tickets.

In Case of Emergency



Click on this Tile to see the Colour Emergency Codes and their meaning. These include what to do in case of the following emergencies: Fire, Chemical Spill, Evacuation, Medical Emergencies, Aggressive Behaviour, Lockdowns, or Suspicious Packages.

FAQs



View the College's most Frequently Asked Questions. You will be able to search for questions under different categories, including Facilities Management, PeopleSoft, Procurement, and ITS. Click on a specific question in order to link to a 'How To' article.

TopDesk's Service Tiles (continued):

Facilities Management



See information about Facilities Management, including Custodial Services and Maintenance Requests. This Tile will replace the previous 'School Dude'.

Information Technology



Connect to all of IT's services, including reporting an IT Issue, Software Requests, New Accounts, Event Planning, Print Shop requests, etc.

Procurement Services (Purchasing)



Click on this Tile to access all our financial services, such as Purchasing cards, POs, Capital, and Vendor Information.

TopDesk's Service Tiles (continued):

Registrar's Office



Find Tiles that access Registrar's Office information, including Program Requests, Student Personal Data, Enrolment, Timetabling, etc. These sub-categories will link directly to RO Forms.

PeopleSoft Operations



Link to the Campus Solutions Support Service area. This Tile will link you to different PeopleSoft information, including requesting PSoft training, Query Requests, Enrolment Data Requests, etc.

Have a Suggestion?



You can describe in detail what service you would like to see on our Self-Service Portal.

An Example of TopDesk's Service Screens:

There are a number of sub-categories under each main **Tile**.

As an example, if you would like to view information on SLC's Cell Phone policy, you can click on the 'Information Technology' Tile, and then select: '**SLC Corporate Cell Phones**'



You will then find **information on the specific Service** in the center part of the screen, and you will be able to **open a specific Form** from the right-hand side of the screen.

[HOME](#) > [INFORMATION TECHNOLOGY](#) > [SLC CORPORATE CELL PHONES](#)

SLC Corporate Cell Phones

SLC managed cell phones

Policies and procedures related to the acquisition and operation of SLC Cell Phones

Cellular communication has become an important tool for efficient operation of the College. Cellular technology promotes productivity and expands the traditional office in terms of both time and space. Standardized usage and centralized management of cellular devices and services is essential in realizing maximum benefits, productivity, and data security.

Managers shall consider the following criteria before purchasing and/or assigning a college-owned cell phone to a staff member.

The job function of the employee requires considerable time away from their assigned office or work area and is required to be accessible during those times;

AND/OR

The job function of the employee requires contact outside scheduled or normal working hours for the purposes of business continuity;

AND

The employee's Manager acknowledges these conditions and provides appropriate budget to cover the cost of the device, regular device renewal and monthly service bills.

Terms of supply

Users should expect a 7 - 10 day turn around time on all new cell phone orders. Delivery times may fluctuate based on supplier availability or other external factors.

All SLC employees who are issued a cell phone are required to complete the "Cell Phone Acknowledgement Form" prior to receiving their cell phone.

[Cell Phone Order Form](#) >

[Report Cell Phone Problem](#) >

[Cancel or Suspend Cell Phone Service](#) >

[Cell Phone Acknowledgement Form](#) >

Frequently Asked Questions

[Roaming Charges](#)

Under our Corporate cell phone plan, all ...

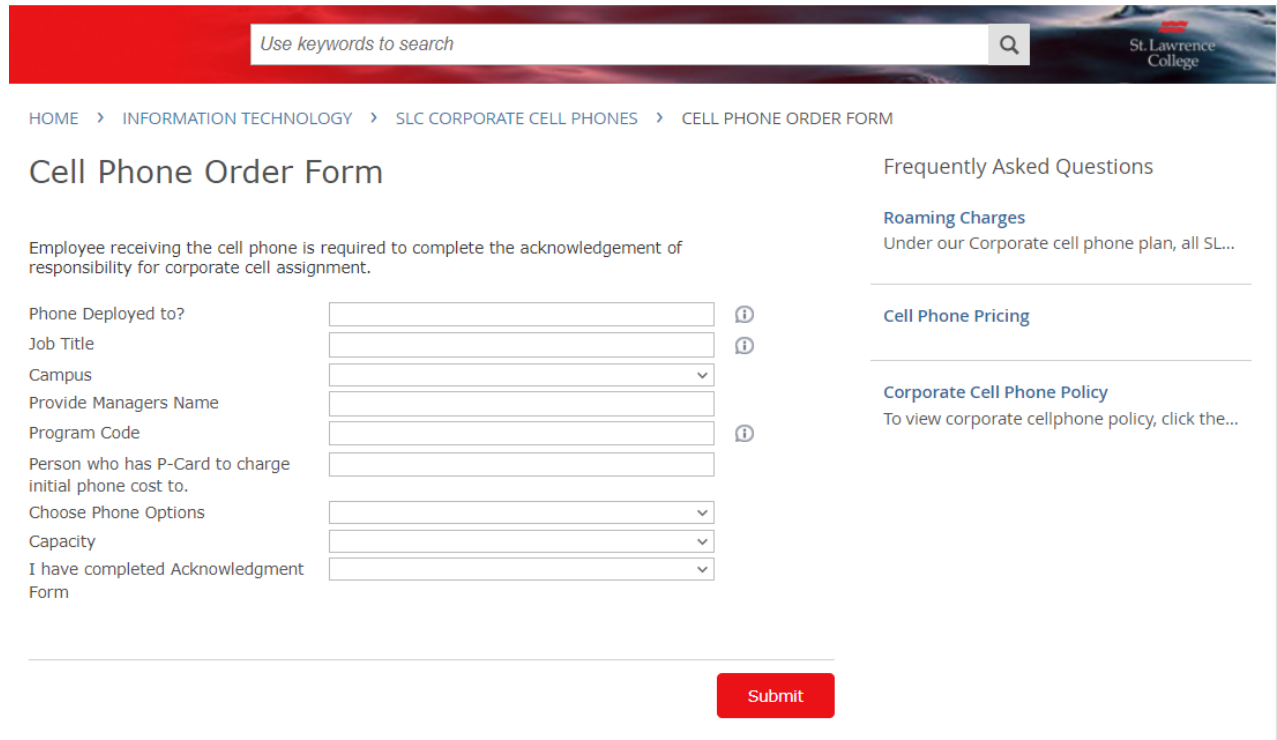
[Cell Phone Pricing](#)

[Corporate Cell Phone Policy](#)

To view corporate cellphone policy, click t...

An Example of TopDesk's Order Forms:

This is a typical **Cell Phone Order Form** for Managers to request a Corporate cell phone:



The screenshot shows the 'Cell Phone Order Form' page. At the top, there is a search bar with the placeholder text 'Use keywords to search' and a magnifying glass icon. Below the search bar is a breadcrumb trail: 'HOME > INFORMATION TECHNOLOGY > SLC CORPORATE CELL PHONES > CELL PHONE ORDER FORM'. The main heading is 'Cell Phone Order Form'. Below the heading, a note states: 'Employee receiving the cell phone is required to complete the acknowledgement of responsibility for corporate cell assignment.' The form consists of several fields: 'Phone Deployed to?' (text input), 'Job Title' (text input), 'Campus' (dropdown menu), 'Provide Managers Name' (text input), 'Program Code' (text input), 'Person who has P-Card to charge initial phone cost to.' (text input), 'Choose Phone Options' (dropdown menu), 'Capacity' (dropdown menu), and 'I have completed Acknowledgment Form' (dropdown menu). Information icons (i) are present next to the 'Phone Deployed to?', 'Job Title', 'Program Code', and 'Person who has P-Card...' fields. To the right of the form, there is a 'Frequently Asked Questions' section with links for 'Roaming Charges', 'Cell Phone Pricing', and 'Corporate Cell Phone Policy'. A red 'Submit' button is located at the bottom right of the form area.

Logging Out of TopDesk:

Make sure to 'Log Out' of your TopDesk account when you are finished working in it. Click on your initials in the top right-hand corner, and then click on 'Log Out'.

