ITS Self Help Portal – Submitting a New Account Request Form

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

September 2017

ITS Self Help Portal

You can submit a New Account Request form directly through the ITS Self Help Portal where it will be looked at as soon as possible.

Step 1

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

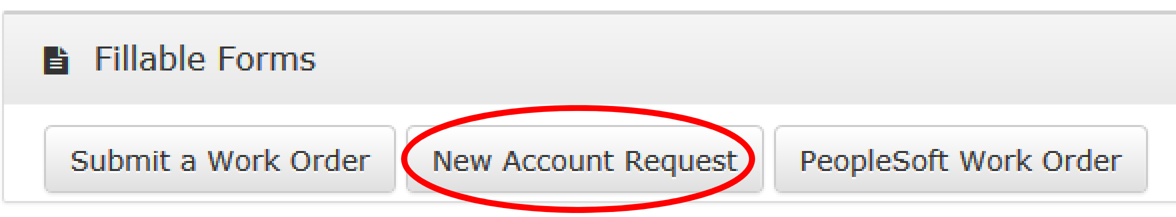
http://itservice.sl.on.ca/User

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).

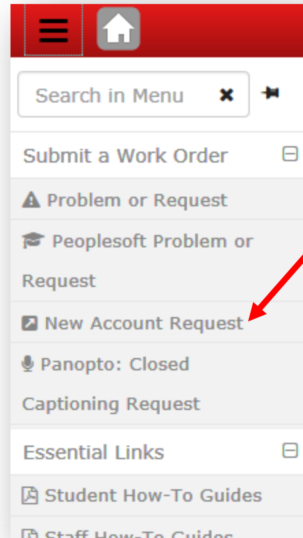
Please note that this site is only accessible from campus computers, and is not available remotely.

Step 2

Once the page finishes loading, find the New Account Request button, located in the Fillable Form sections of the page below the IT Service Desk graphic, as seen below. Click on the New Account Request button to advance to the next step.

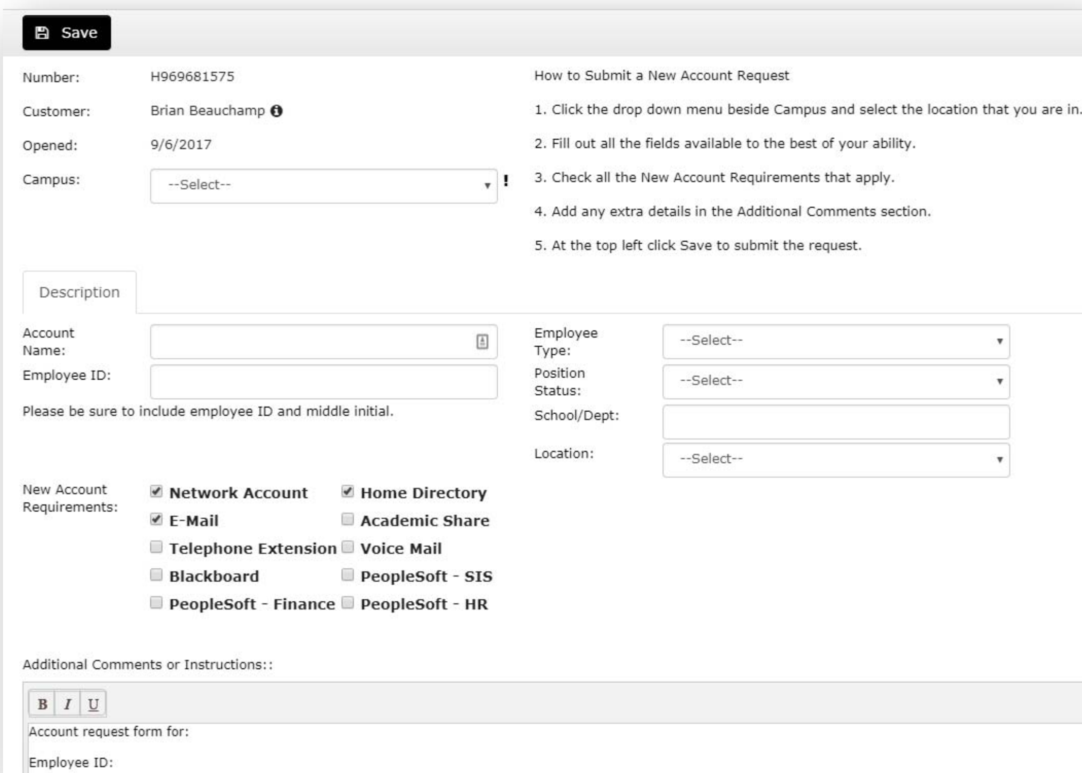


Alternatively, you can utilize the pop-out menu on the left side of the screen (opened by clicking the Three Lines button next to the Home Icon) to navigate to "Submit a Work Order."



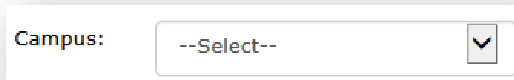
Below is what your *New Account Request Form* screen will look like.

Along the upper left side are a number of fields that are filled out automatically, including the work order number, your name and date. You must select Campus from the drop down menu. On the right of those fields, are instructions on filling out and submitting the form.



Step 3

Start by selecting your campus from the drop down.

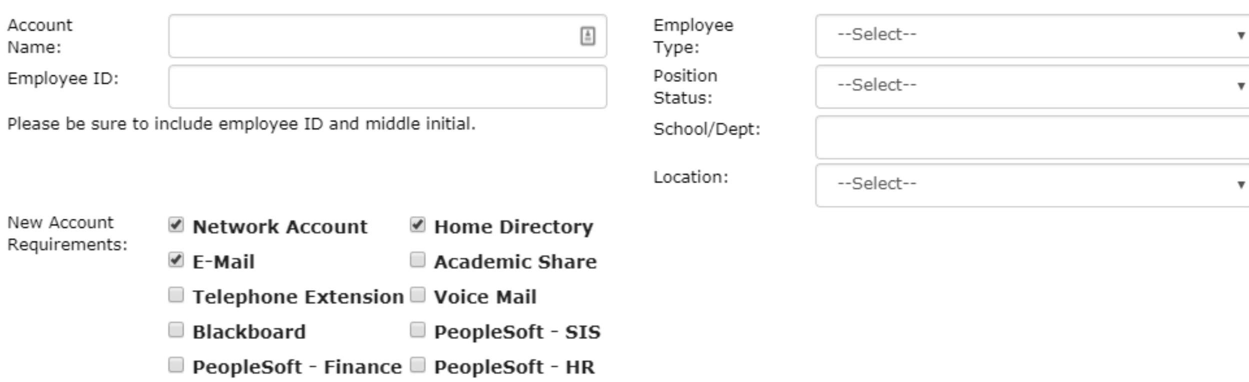


Step 4

Next, complete the fields pertaining to the new account to the best of your ability. At the very minimum, we need a name and employee number: the account cannot be processed without an employee number. Use the drop down menus to select employee type (e.g. faculty, support staff) and stats (e.g. full time, part time) and which campus the employee will be located on.

The New Account Requirements will determine what access will be created for the new hire. By default, Network Account, Home Directory (H drive) and E-Mail are created for all new employees. Check other appropriate boxes for the individual as needed.

Most faculty will receive an Academic Share and Blackboard account. None of the PeopleSoft options need to be checked if they are only to access Employee/Faculty Self Serve (all employees receive Self Serve access by default).

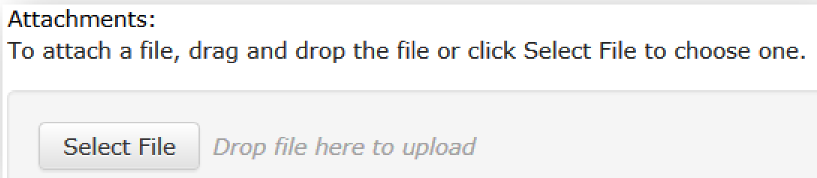


Step 5

In the "Additional Comments or Instructions" field, you have the opportunity to provide more details for the new account, which could include items like S drive folder access, Blackboard, course listings, account expiry date or any special instructions. This field cannot be left blank, so we have entered some text but adding to it is optional.

Step 6

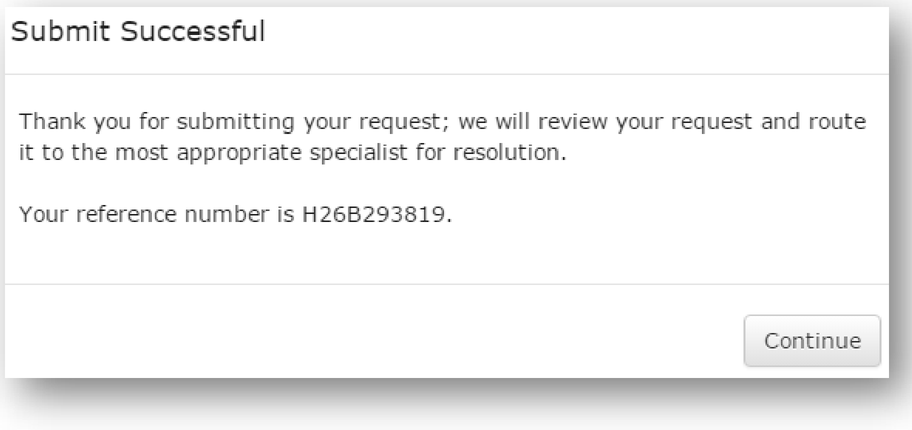
Below the Additional Comments field, you will find the Attachments section. Click on “Select File” and proceed to browse for any file you may wish to attach to the work order. If you have any documents or images to include in your work order, attach them in this section.



Step 7

When you are satisfied with your work order, navigate to the top left of the window, and click on the Save button.

After the system finishes processing, you should see the screen below (but with your own work order number in it):



Once you click on Continue, you will be brought back to the home page of the Self Help Portal.

You will also receive an e-mail with the work order number in the subject line, along with the description you've entered.