ITS Self Help Portal – Submitting a PeopleSoft Work Order

This is a manual that contains pertinent information about the ITS Self Help Portal for PeopleSoft Issues

September 2017

If you are working within PeopleSoft SIS and encounter an issue, or have a request to make of the SIS Team, you can submit a work order directly through the ITS Self Help Portal where it will be looked at as soon as possible. Work orders categorized under PeopleSoft SIS will be automatically routed to the SIS Team, otherwise, the IT Service Desk will route to the appropriate resolution center.

Step 1

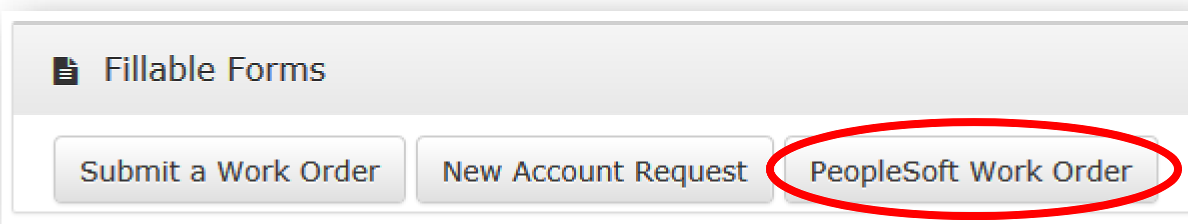
First, you will want to navigate to the Self Help portal, located at:

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

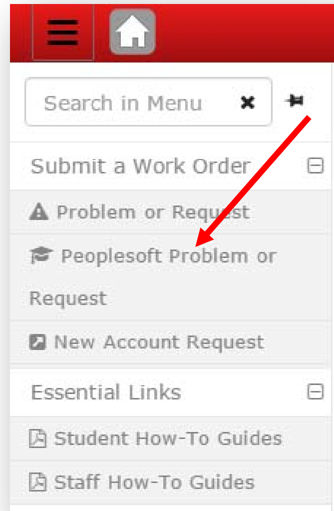
We recommend Chrome, but Internet Explorer and Firefox are supported as well. If you are prompted for credentials, please enter your SLC credentials (the same you use to login to the computers or your e-mail).

Step 2

Once the page finishes loading, click on the PeopleSoft Work Order button, located in the Fillable Forms section below the IT Service Desk graphic, as seen below.

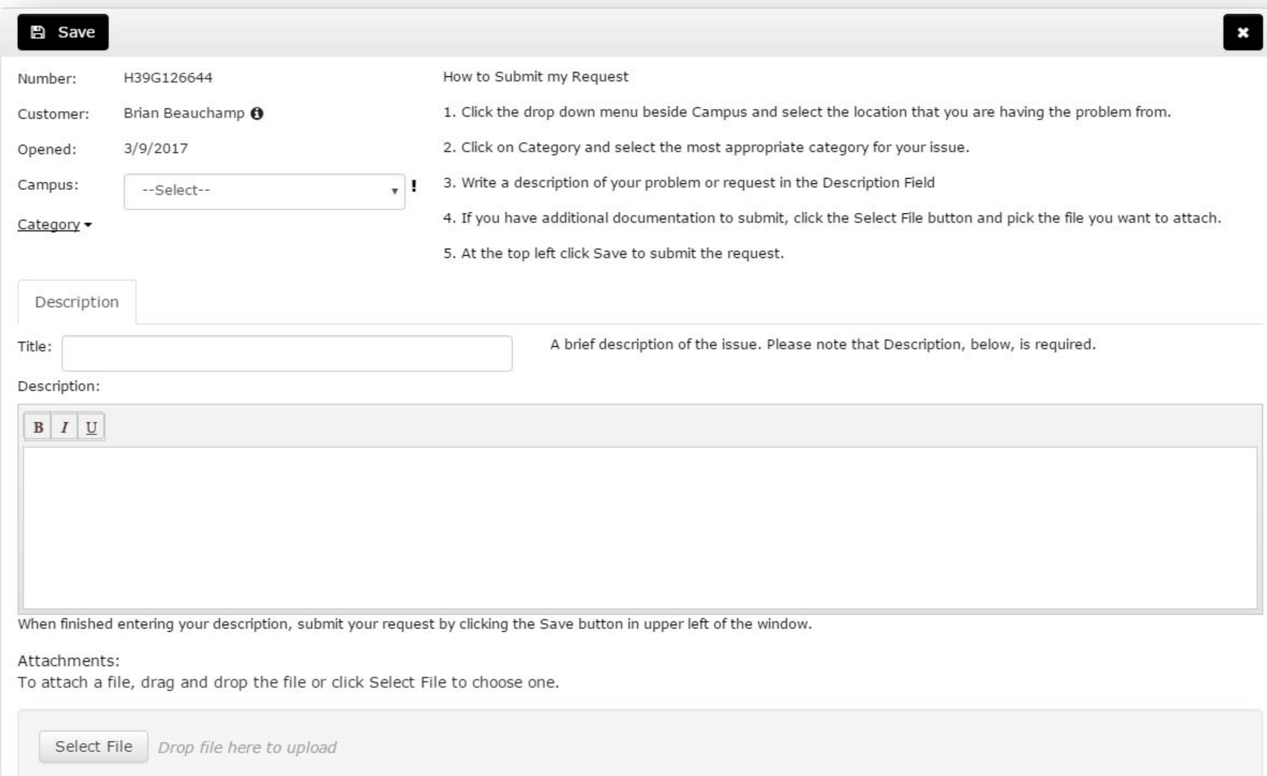


Alternatively, you can utilize the pop-out menu on the left side of the screen (opened by clicking the Three Lines button next to the Home Icon) to navigate to “PeopleSoft Work Order.”



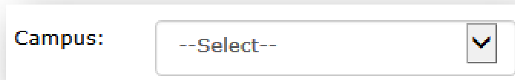
Below is what your *Submit a PeopleSoft Work Order* screen will look like.

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



Step 3

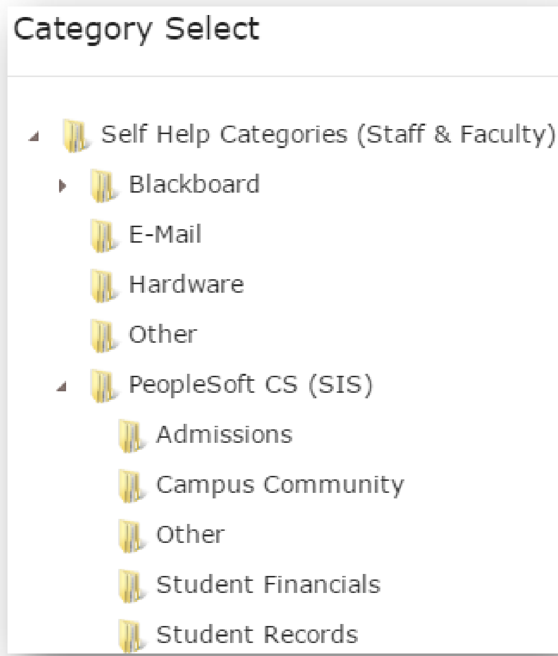
Start by selecting your campus from the drop down.



Step 4

Next, choose the category for your issue. When you click on Category, a window will pop up and you'll be able to navigate down to select the appropriate category. Note that your categories may not look identical to the image to the right, but should be similar.

If the category you want is not listed, please choose "Other." The Service Desk will review these work orders and attribute to the proper category after you submit your incident. Choosing one of the categories under PeopleSoft CS (SIS) branch will automatically route your work order to the SIS Team.



Step 5

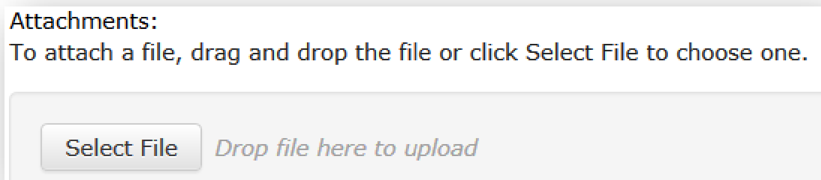
Enter a brief description of your issue in the Title field.

Step 6

Enter a full summary for your issue in the Description, using as much detail as possible. Include relevant information (such as course codes, room numbers, etc) and what troubleshooting you've already done (that is: clearing your cache, using different browser, etc).

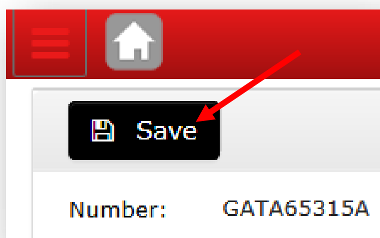
Step 7

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

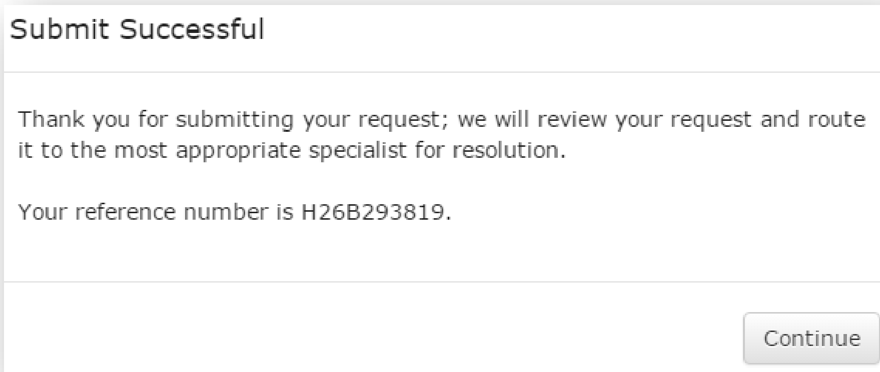


Step 8

When you are satisfied with the 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. Any PeopleSoft CS – SIS work orders are automatically assigned to the SIS Team Queue, where it is routed to the appropriate resolution center.