ITS Self Help Portal – Submitting a Work Order

St. Lawrence College

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

June 21, 2017

ITS Self Help Portal

You can submit a work order directly through the ITS Self Help Portal where it will be looked at as soon as possible. The IT Service Desk will review all submitted work orders and route them 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).

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 Submit a Work Order button, located in the center of the page below the IT Service Desk graphic, as seen below. Click on the Submit a Work Order button.
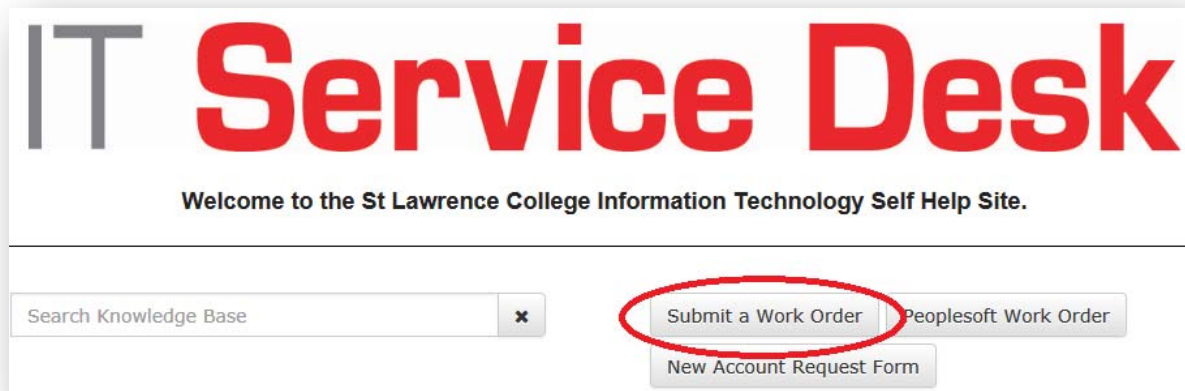
Alternatively, you can utilize the pop-out menu on the left side of the screen (opened by clicking the Three Lines button next to the Home Icon) to navigate to "Problem or Request."

Below is what your *Submit a 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 of these fields, are instructions on filling out and submitting the form.
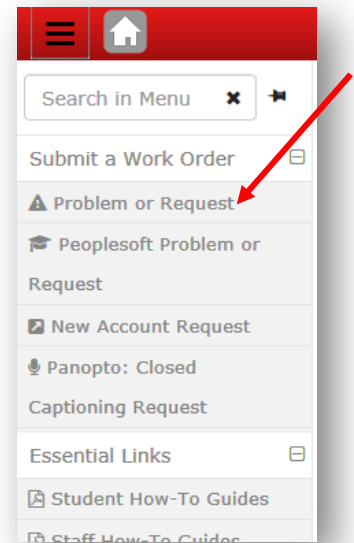
Save

Number:	H39G126644	How to Submit my Request
Customer:	Brian Beauchamp ⓘ	1. Click the drop down menu beside Campus and select the location that you are having the problem from.
Opened:	3/9/2017	2. Click on Category and select the most appropriate category for your issue.
Campus:	--Select-- ▾ !	3. Write a description of your problem or request in the Description Field
Category ▾		4. If you have additional documentation to submit, click the Select File button and pick the file you want to attach.
		5. At the top left click Save to submit the request.

Description

Title: [   ]   A brief description of the issue. Please note that Description, below, is required.

Description:

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When finished entering your description, submit your request by clicking the Save button in upper left of the window.

Attachments:
To attach a file, drag and drop the file or click Select File to choose one.

Select File   *Drop file here to upload*

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Step 3

Start by selecting your campus from the drop down.

Campus:	--Select--	⌄

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.

Category Select

- ▲ Self Help Categories (Staff & Faculty)
  - ▶ Blackboard
  - E-Mail
  - Hardware
  - Other
  - ▲ PeopleSoft CS (SIS)
    - Admissions
    - Campus Community
    - Other
    - Student Financials
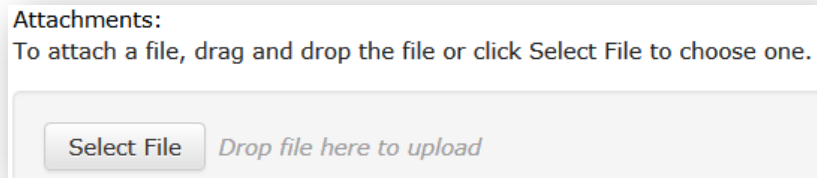   - Student Records

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.

Attachments:
To attach a file, drag and drop the file or click Select File to choose one.

Select File   *Drop file here to upload*

Step 8

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

💾 Save

Number: GATA65315A

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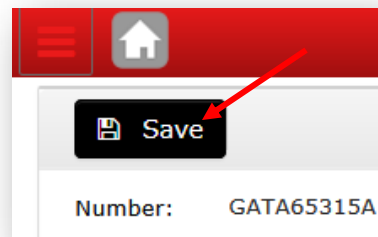
After the system finishes processing, you should see the screen below (but with your own work order number in it):

Submit Successful

Thank you for submitting your request; we will review your request and route it to the most appropriate specialist for resolution.

Your reference number is H26B293819.

Continue

Once you click on Continue, you will be returned 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 entered.