

---

## A guide to online “Self Service” for customers of IT Services

### 1. How to log on to Self Service

1. Visit <https://servicedesk.le.ac.uk/helpdesk>
2. You will automatically be logged on and taken to the Self Service home page.

### 2. How to log off Self Service

1. To log off Self Service use the **Log Off** button in the top right hand corner of the screen. A box displays asking if you are sure you want to log off. Click **OK**.
2. Logging off will take you to the sign in screen for Self Service. You can either close this window or click on **OK** to take you back to the Self Service home page.

### 3. How to make changes to ‘My Profile’

1. To view your profile information log on to Self Service and click on the **My Profile** tab.
2. Part of your profile information includes your CFS username, First Name and Last Name and these are displayed. Please note that these entries cannot be changed.
3. Your profile information also includes your contact details: Building, Floor/Room, Phone Number and Extension. This information is useful to IT Services so please check if it is correct. If any changes are needed enter the correct information and click on **Submit** in the ‘Actions’ menu.

### 4. How to submit a Support Request

All the requests for support sent into IT Services are known as Support Requests. You can log support requests directly with ITS through the self service website.

Once you have logged on to Self Service either:

- i. Click on **Create Support Request** in the ‘Actions’ menu, *or*
- ii. Click on the **Support Requests** tab and then click on **New** in the ‘Actions’ menu.

The screen displayed will show your CFS username and Name on the right.

1. To submit your support request:
  - i. Enter your PCs name into the ‘Machine Name’ field. (*If you do not know this click on **start** and in the ‘start’ menu look for **My Computer (DD-nnnn)** where DD-nnnn is the PCs name.*)
  - ii. Next enter the details of your request or issue into the ‘Description’ box. Please include any information that may be useful - such as how to replicate the problem, or your location if it is different from that shown in your profile information.
  - iii. Click on **Submit** in the ‘Actions’ menu.
2. Once you have submitted your request you can also add supporting information in the form of attachments – screen shots, etc. To do this scroll to the bottom of the screen to see the ‘Attachments’ box. Click on **Add** and the ‘Add Attachment’ window is displayed. Click on **Browse** and navigate to the file to be attached and double click on the file name. You will be returned to the ‘Add Attachment’ window where you must click on **Save**.

**NOTE:** You can submit attachments for previous requests – to do this select the ‘Support Requests’ tab and then double click on the request that you wish to access.

### 5. Checking on the status of your Support Requests

As well as opening new support requests, you can also check on the status of requests you already have open with IT Services. You can check this using the 'Support Requests' tab at the top of the screen. By default Self Service will list all of your open requests.

1. To view the details of any open or closed request double click on the request in the list.
2. As well as the description of the support request, you can see the status of the request (with an explanation of how we are progressing with dealing with it) as well as the **Target date** set by which we aim to have completed the request.
3. Further down the screen (you may need to scroll using the scrollbar at the right) you will find the 'Attachments' box – you can use this to attach extra information (screenshots, etc) to the support request.
4. At the bottom of the screen is a section called 'Incident Details'. This is where you can see records of any email messages we have exchanged with you about this request – records marked **EMAILIN** are messages you have sent us; records marked **EMAILOUT** are messages we have sent you.
5. When viewing a request you can use the **Print** option in the 'Actions' menu to print a copy out. Please do not try and add extra information into the Description field - please phone the IT Service Desk on 0116-252-2253 (int. 2253) if you have any further information to add to the request (or reply to the email you were sent when the request was originally logged).

If you want to look at closed requests as well as requests which are open you can click the down arrow next to Open and select 'Closed' (to view all past requests) or 'Open and Closed' (to view all the requests, open or closed).

## 6. Requesting Temporary Course Accounts

Members of staff may request "Temporary Course Accounts". To do this log on to Self Service and on the Self Service home page click on **Temporary Course Accounts** in the 'Actions' menu.

1. A form is displayed which shows your CFS username and name on the right of the screen and you should begin by selecting one or more of the following services depending on your course requirements: CFS Service, ULTRA Service or Athens Service. *It is mandatory to select at least one.*
2. Enter the 'Title of the Course' that you are running. *This field is mandatory.*
3. Enter the 'Course Start Date' and 'Course End Date'. Please be accurate as these dates are used when setting up the course accounts. *These fields are both mandatory.*
4. Enter the 'Number of Usernames Required' for your course. *This field is mandatory.*
5. If you have any further information that IT Services should know about when creating these accounts, please enter it in the 'Information' field.
6. Once completed click on **Submit** in the 'Actions' menu.
7. You will be notified by email when your request has been received.