# A guide to online Self Service for Departmental IT Contacts

This guide is intended for staff registered as Departmental IT Contacts – it supplements the information in the general guide.

IT Services Self Service portal can be found at https://servicedesk.le.ac.uk/helpdesk

As a Departmental IT Contact you are the authorised requestor for your department. Therefore you are able to access additional screens in the Self Service portal to make requests for services which require approval. At the moment these include

1. **Requests for accounts for new members of staff**
2. **Requests for accounts for new associates**
3. **Ordering a mobile telephone**

When you request these services online through the Self Service portal we are able fulfill them without having to go through additional authorisation steps, enabling us to respond more quickly than might otherwise be the case.

## Request an account for a new member of staff

Click the **IT Registration** button on the left hand side of the Self Service home page. You will see the IT registration form.

1. Choose **Member of University staff** from the **Type** list. This will show you some additional fields specific to a Staff account.
2. Enter the personal details of the new staff member you are requesting the account for: **Title**, **Forename(s)**, **Surname**, **Date of birth** and **Telephone number**.
3. Enter their **Employment Number** (if you know what it is).
4. If the new staff member is on a contract with a known **end date**, enter that date.
5. If you know that the new staff member has previously registered with IT Services, enter their previous **Username**.
6. Choose the services you need them to have access to. You can choose **CFS Service**, **ULTRA Service** and **ATHENS Service.**
7. When you have entered all the details, click the **Submit** button to log your request.

You will receive an email notification to confirm your request has been logged. If there are specific instructions relating to collection or posting of the account details then please reply to the email and include them in your response.

New members of staff accept the “Regulations Concerning the Use of University Computing Services” when they sign their contracts so no signature is required from a new member of staff before they can receive their account details.

## Request an account for a new associate

Requesting an account for a new associate is similar to the process of requesting a staff account. Again, click the **IT Registration** button on the left hand side of the Self Service home page. You will see the IT registration form.

1. Choose **Associate of the University** from the **Type** list. This will show you some additional fields specific to an Associate account.
2. Enter the personal details of the new staff member you are requesting the account for: **Title**, **Forename(s)**, **Surname**, **Date of birth** and **Telephone number**.
3. You also need to enter a **Home Address** and **Post Code** for the associate. This information is used for security check purposes only.
4. Select the **category** of the associate from the list.
5. Indicate if the associate will work for more than 200 hours a year by selecting **Yes** or **No** from the list. You also need to indicate if they will need access to services **on campus**, **off campus** or **both**.
6. If you know that the associate has previously registered with IT Services, enter their previous **Username**.
7. Choose the services you need them to have access to. You can choose **CFS Service**, **ULTRA Service** and **ATHENS Service**.
8. When you have entered all the details, click the **Submit** button to log your request.

You will receive an email notification to confirm your request has been logged. If there are specific instructions relating to collection or posting of the account details then please reply to that email message and include them in your response.

When you request an Associate account, as DITC it is your responsibility to make the associate aware of the "Regulations Concerning the Use of University Computing Services" and to confirm that they accept them. These can be read online at http://www.le.ac.uk/regulations/computing/regulationsofuse.html

We would recommend that you email the associate with these details asking them to confirm they accept them by return of email. To make it easier to keep records of these responses, you can reply to the email you receive after the request is logged and attach the associate's confirmation to that message.

## Order a mobile telephone

Before placing an order for a mobile phone, you should make sure that the person asking you to get them a mobile phone has followed the process for ordering a phone:

http://www2.le.ac.uk/offices/itservices/resources/cs/2ls/mobile/how2order/how-to-order

Once you're happy that they've followed this process, click the **Mobile** button on the left hand side of the Self Service home page. You will see the Mobile ordering form.

1. Enter the details of the person you are requesting the phone for: **Users CFS**, **Users Name**, **Users Email**, **Users Dept** and **Users Job Title**.
2. Enter details of their manager: **Managers CFS**, **Managers Name** and **Managers Email**.
3. Enter a **Delivery Address** for the phone. This is where we will send the device once it arrives.
4. Enter the **Cost Centre** where charges for the phone such as line rental and call charges will be assigned.
5. Click the **Device Type** link and choose the model of device wanted by double-clicking on the row.
6. Under **Add Ons**, tick the boxes for any additional services required: **International Calls**, **Premium Rate Calls**, international **Roaming**, **Voicemail**.
7. If the person who wants the phone has told you they intend to use it for personal calls, indicate this by double-clicking the **Yes** option for **Personal use** and enter their **Payroll Number**.
8. Confirm with the person they have accepted the terms and conditions for mobile phone use on the IT Services website:
   http://www2.le.ac.uk/offices/itservices/resources/cs/2ls/mobile/Conditions/mobileconditionsofuse
   You should only submit the order if they confirm they have accepted the conditions of use.
9. When you have entered all the details, click the **Submit** button to log your request.

You will receive an email notification to confirm your request has been logged.