2. How to Log a Service Request in the Ask IT Customer Portal

A service request is when you need a something done that is not related to/about a fault (or problem). Examples of service requests are: setting up a new computer, installing software, asking for some information, "how do I?" type questions, system/service enhancements and adding, changing or removing access to an online application or database.

In the Ask IT Customer Portal service requests are made via the **Service Catalogue**.

The Ask IT Customer Portal Service Catalogue currently has a selection of the most popular forms from the ITS Service Request Forms webpage and more are being developed. If you cannot find the form you are looking for in the Service Catalogue, please check on our existing forms page (www.otago.ac.nz/its/forms).
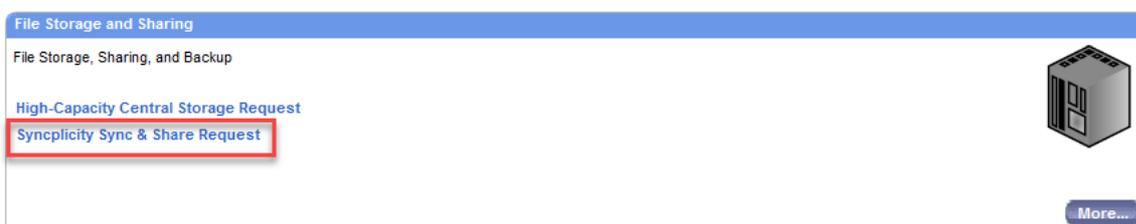
Service Catalogue

To start logging your service request, click on **Service Catalogue** in the left-hand menu panel and then on the form for the service you want.
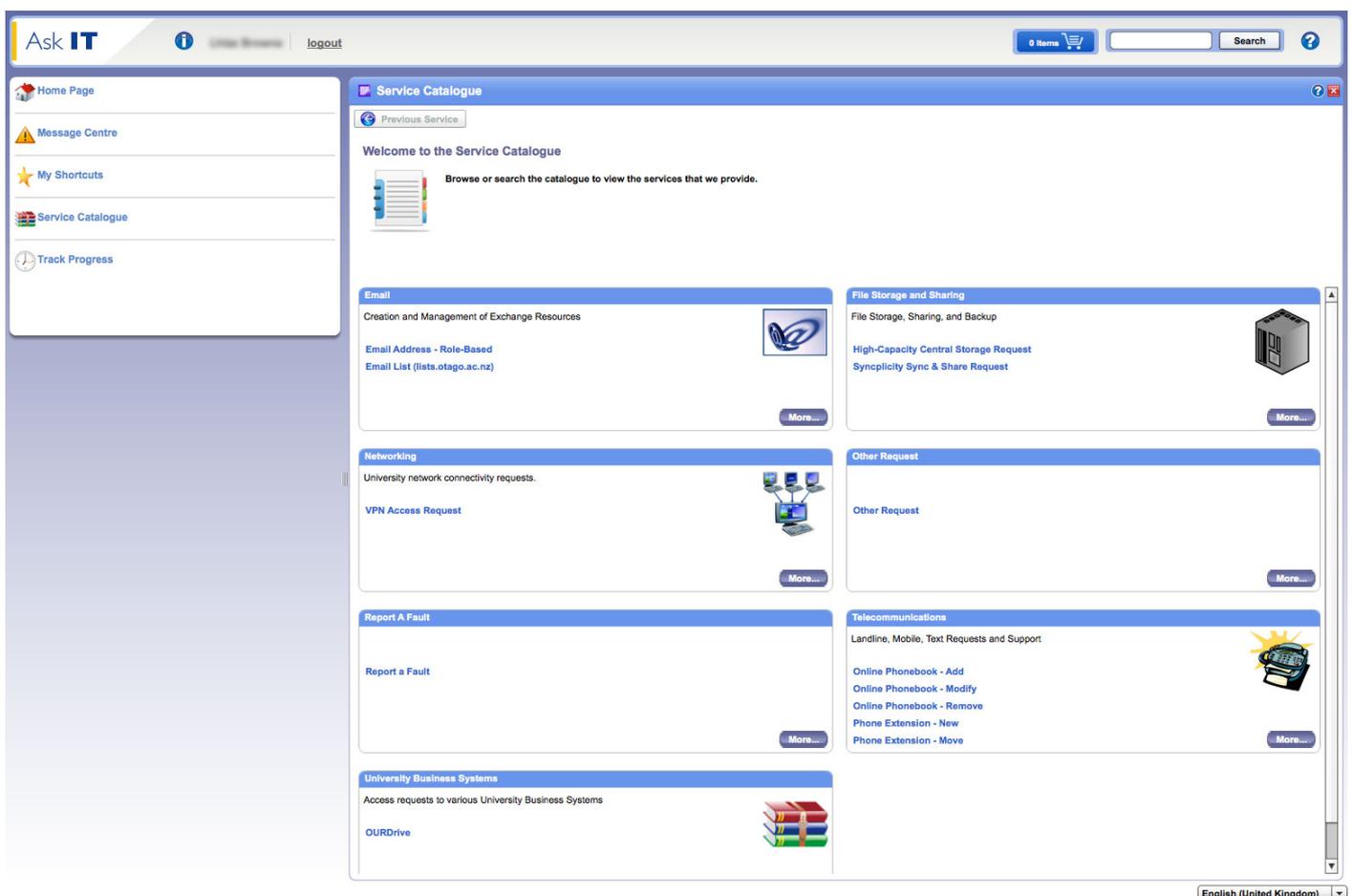
Completing a Service Catalogue Form – Example

This example uses the Syncplicity Sync & Share Request form to demonstrate logging a service request.

1. Click on the **Syncplicity Sync & Share Request** form in the Service Catalogue window.
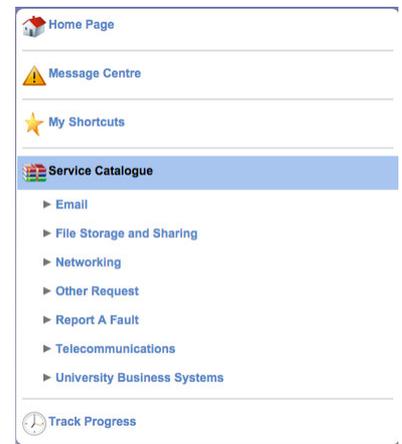
OR

Click on the **File Storage and Sharing** menu item under **Service Catalogue** in the left-hand menu panel and then **Syncplicity Sync & Share**.

2. Add the information needed to make the request.

   This form has a combination of drop-down menus (indicated by downward pointing triangles) and free text areas. Required fields are indicated with a red asterisk (*).

   On forms where more information/help is available, you will see a question mark in a blue circle (❓) after the field title/question.

By completing forms as directed, you are ensuring that all the required information to process the request is supplied right from the start for speed of processing.

3. Click the **Save** button at the top left or bottom right of the window to submit it to the ITS Service Desk.

Notes:

• The call is automatically logged under your name.
• You will not receive an email confirmation of the call being logged.

For more information about using the Ask IT Customer Portal, please see the following sections/documents:

1. How to Access the Ask IT Customer Portal
3. How to Log a Fault
4. How to Track the Progress of your Calls
5. How to Update an Open Call
6. How to Configure Your Home Page
7. How to Create Shortcuts
8. How to Add Attachments to your Call