

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

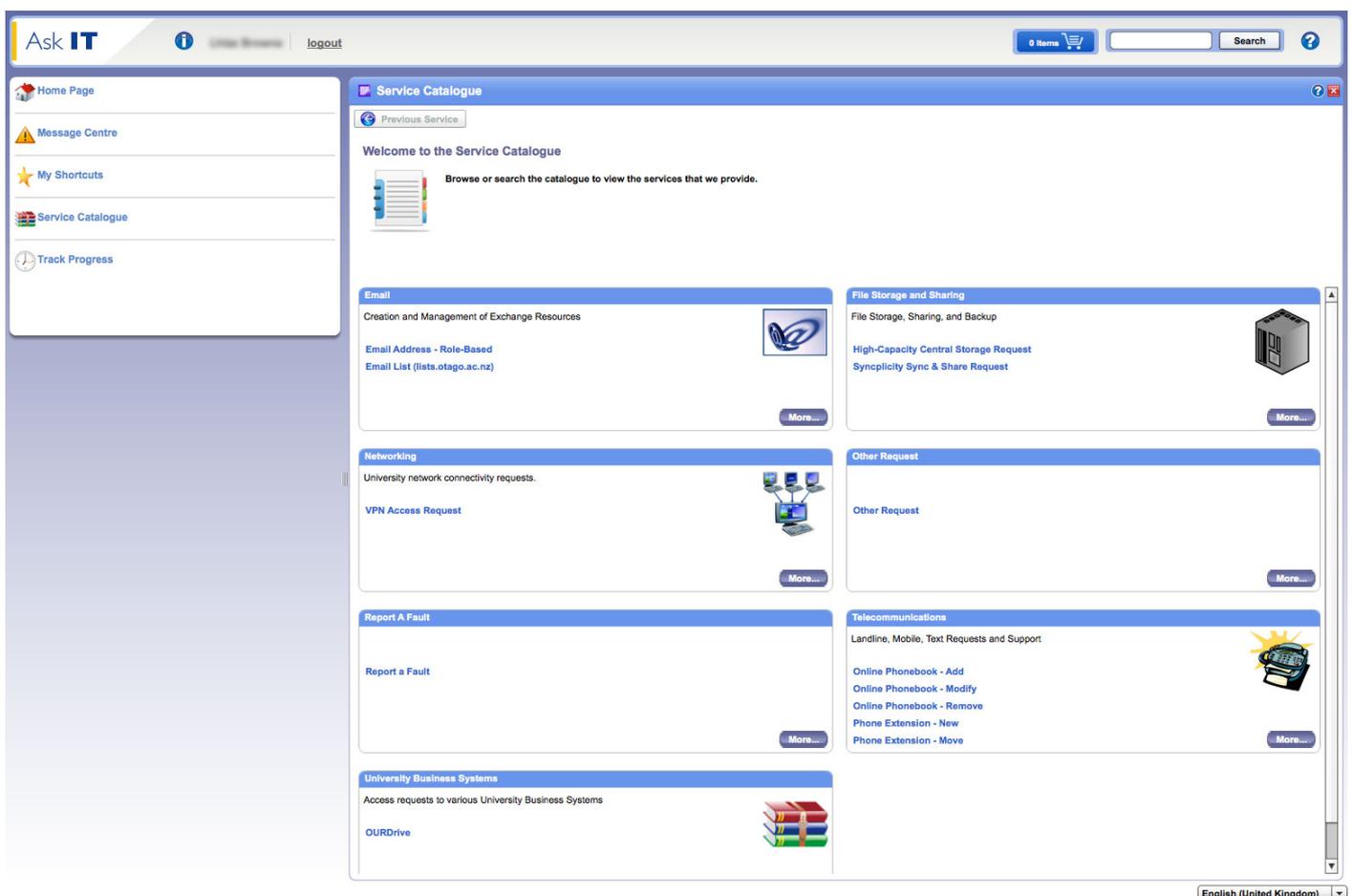
A service request is when you need a something done that is not related to/about a fault (or problem). Examples of service requests are: setting up a new computer, installing software, asking for some information, “how do I?” type questions, system/service enhancements and adding, changing or removing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

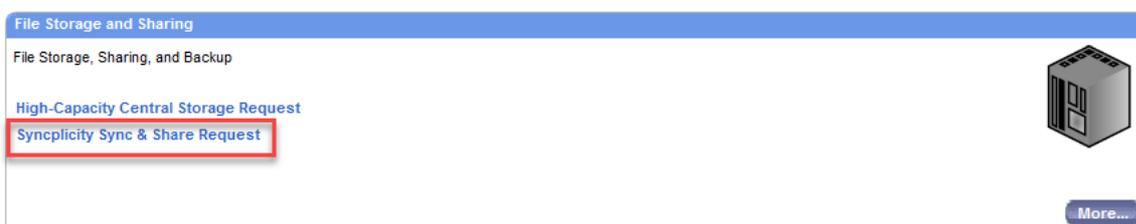
To start logging your service request, click on **Service Catalogue** in the left-hand menu panel and then on the form for the service you want.



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.



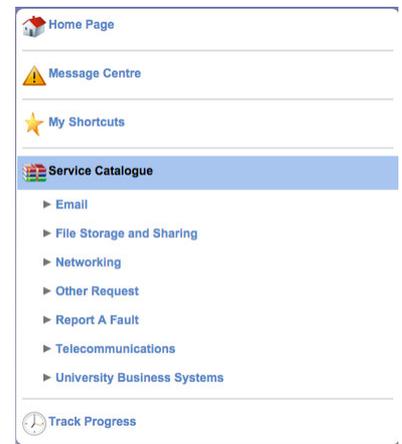
OR

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

A screenshot of a web form titled 'Details'. The form contains three questions, each with a red asterisk indicating it is required. Question 1: '1. Are you using this for research?' with a dropdown menu showing 'No'. Question 2: '2. Will this be used for sensitive data?' with a dropdown menu showing 'Yes'. Question 3: '3. Will this be used for storing medical or dental data?' with a dropdown menu showing 'No'. Below the questions is a note explaining that answers define the user's security policy group. There are also three explanatory footnotes. A section for 'Space required (GB)' has a text input field with '50'. To the right is a large text area for 'Notes: Add any other relevant information.' At the bottom right is a 'Save' button.

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](#)