

3. How to Log a Fault in the Ask IT Customer Portal

A fault (also called a problem or incident) is when something has failed, is broken or you are receiving error messages.

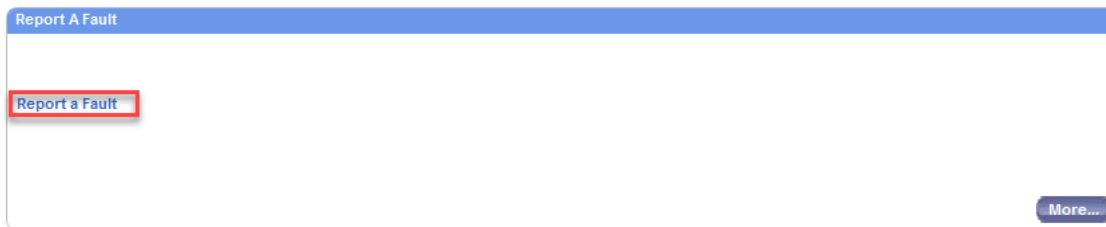
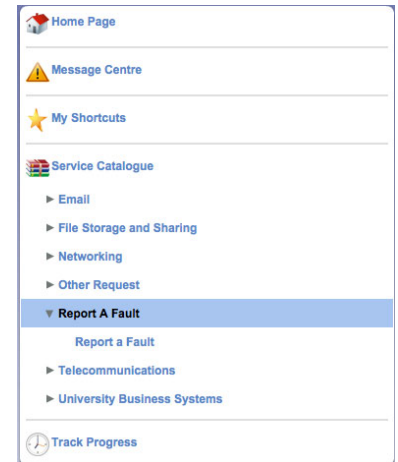
If your fault needs urgent attention please phone the ITS Service Desk (+64 3 479 8888 or 0800 479 888). If the fault is not urgent, you are welcome to log it via the Customer Portal. Faults are logged via the **Service Catalogue**.

To log a fault:

1. Click on **Service Catalogue** in the left-hand menu panel, then click on **Report a Fault**, and then the **Report a Fault** sub item.

OR

Click on **Service Catalogue** in the left-hand menu panel and then the **Report a Fault** form in the **Service Catalogue** window to the right of the menu panel.



2. The **Report a Fault** form will be displayed. Enter the details of your fault.

Details

A Telephone: +64 3 479 8568

B ServiceItem: Unknown

C Category

D Description

E Email Subject

Save

- A. The call is automatically logged under your name. Your phone number will show at the top left if we have it. Please add/modify the phone number as needed.
- B. The **Service/Item** field has “Unknown” in it by default. You are welcome to click on the magnifying glass to display the list of options and select the one most appropriate for your call.

Browse for Service/Item

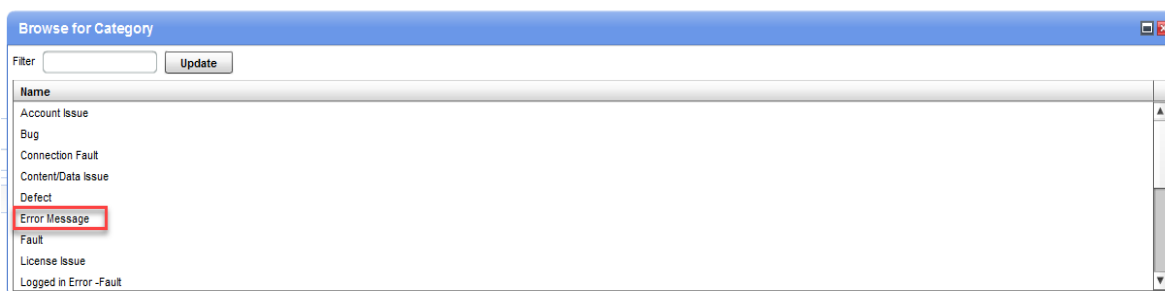
Filter: [] Update

Name	Short Code	Serial Number	Product	Building	Room
AWHIPC28	AWHIPC28		Hardware - UOW	Not Used	
AWHIPC29	AWHIPC29		Hardware - UOW	Not Used	
Backup Services - Celerra	BACKUP SERVICES - CELERRA		Backup	Not Used	
Backup Services - Networker	BACKUP SERVICES - NETWORKER		Backup	Not Used	
Backup Services - Retrospect	BACKUP SERVICES - RETROSPECT		Backup	Not Used	
Blackboard	BLACKBOARD		Blackboard	Not Used	
Blackboard - Admin	BLACKBOARD - ADMIN		Blackboard	Not Used	
Blackboard - User	BLACKBOARD - USER		Blackboard	Not Used	
Blackboard Coordinator	BLACKBOARD COORDINATOR		Blackboard	Not Used	

Partial results returned. Search needs to be more specific.

Once you click on an item, you will be returned to the form.

- C. Use the Category field to further classify your call. Click on the magnifying glass to display the list of options and select the one most appropriate for your call.



- D. In the **Description** field please provide as much information as possible about the fault/problem. For example, including others who are affected, dates and times if relevant, software and version being used (if applicable), operating system and version and any screenshots of error messages etc.

Instructions on how to add screenshots and other files can be found in section/document 8. *How to Add Attachments to your Call.*

- E. The **Summary** field is like the subject line in an email. Please enter some information here that will help you identify this call in the list of all your calls.

3. Click the **Save** button to submit your fault 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, see the following sections/documents:

1. [How to Access the Ask IT Customer Portal](#)
2. [How to Log a Service Request](#)
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](#)