

4. How to Track the Progress of your Call in the Ask IT Customer Portal

To get information about your logged calls and see what work has been performed on them, click on **Track Progress** at the bottom of the left-hand menu box.

The screenshot shows the Ask IT Customer Portal interface. The user is Leigh Bateup. The 'Track Progress' menu item is highlighted with a red circle. The main content area is divided into four sections:

- 1. My Open Issues and Requests:** A table with columns: Reference, Date/Time Logged, Summary, Affected Name. Data rows include references 6964, R52452, S55842, S55843, S55865, S55866, and S55867.
- 2. My Approvals:** An empty table with the same column structure as the first section.
- 3. My History:** A table with columns: Date of Last Action, Customer Urgency, Status. Data rows show various dates and statuses like RESOLVED.
- 4. All Issues and Requests Reported By Me:** A table with the same column structure as the first section, containing data for references 6964, S55842, S55843, S55865, S55866, and S55867.

The Track Progress screen displays the four types of call lists that available to you:

1. My Open Issues and Requests – lists all your open calls
2. My Approvals – lists any calls assigned to you because your approval is required
3. My History – lists all your resolved/closed calls
4. All Issues and Requests Reported by Me – lists all calls where you are the “Affected Customer”, “Reporting Customer” and/or the person who entered the call into Ask IT

To view a list in full screen mode, click on its title in the left hand menu panel. If the four call lists are not showing, click on **Track Progress** again. It may take moment or two to populate the lists.

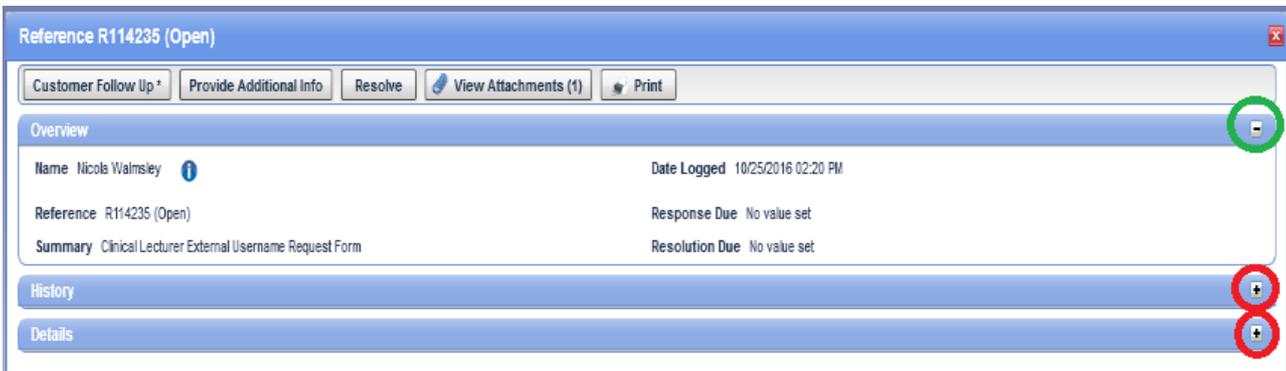
ITS recommends that you add the *My Open Issues and Requests* list to your home page (see chapter 6. *Configuring your Home Page*).

The four call lists are explained in more detail below.

1. My Open Issues and Requests

Reference	Date/Time Logged	Summary	Affected Name	Contact Tele	Ite
R110980	09/21/2016 09:20 AM	Role-based e...	Nicola Walmsley	(479) 8568	Em
R114235	10/25/2016 02:20 PM	Clinical Lectu...	Nicola Walmsley	+64 3 479 8568	We

Click on a line to view a call in detail.



By using the buttons along the top, you can ask for an update on progress (Customer Follow Up), provide more information (Provide Additional Info), view any files attached to the call (View Attachments), or if you have solved the issue yourself, resolve the call (Resolve).

At the right-hand end of the title bars, use the plus (+) symbol to show more information and the dash/minus (-) symbol to hide it. Click on the cross symbol at the top right (X) to close the window.

2. My Approvals

This list will contain any service requests made by others that require your authorisation for action to be undertaken.

You will be notified by email of any approvals that need your attention. You will receive approval requests for any Service Catalog items that require them, such as requests for an External Username, access to Library eResource, and off-campus access to the University network (VPN access).

To authorise a service request, click on the link in the body of the email you have received and log in to the Ask IT Customer Portal to review the authorisation request and approve or decline it. Ask IT will process the request automatically based on your decision.

If you are already logged into the Ask IT Customer Portal, click on the service request you want to action and it will open into its own window.

3. My History

This list shows all your past resolved calls.

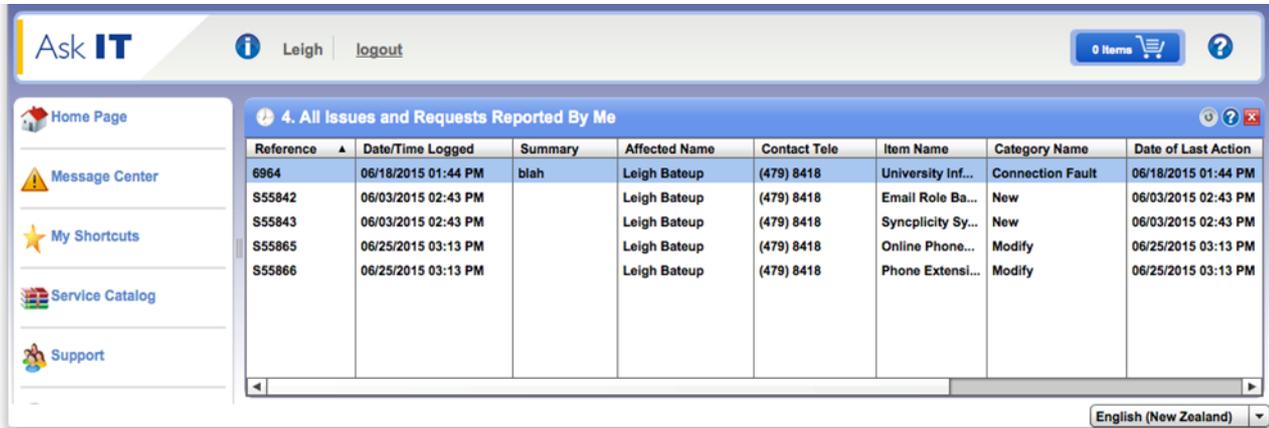
Reference	Date/Time Logged	Summary	Affected Name	Contact Tele	Item Name	Category Name	Date of Last Action	Customer Urgency	Status
134	02/03/2014 10:41 AM	AskIT Interml...	Leigh Bateup	(479) 8418	Ask IT	Performance Issue	06/11/2014 01:30 PM	CUST-URGENCY-1	RESOLVED
370	02/13/2014 01:38 PM	Service Desk...	Leigh Bateup	(479) 8418	UO-STAFF - W...	Performance Issue	06/10/2014 02:45 PM	CUST-URGENCY-4	RESOLVED
770	03/05/2014 11:37 AM	Significant N...	Leigh Bateup	(479) 8418	Student Mana...	Account Issue	06/11/2014 08:30 PM	CUST-URGENCY-1	RESOLVED
2034	06/04/2014 11:28 AM	Fault Testing ...	Leigh Bateup	(479) 8418	Ask IT	Fault	06/04/2014 11:35 AM	CUST-URGENCY-1	RESOLVED
3597	11/11/2014 08:48 AM	Phishing Email	Leigh Bateup	(479) 8418	Security Spam	Security Issue	11/16/2014 08:30 PM	CUST-URGENCY-1	RESOLVED
3993	01/05/2015 11:11 AM	CHEM150_S...	Leigh Bateup	(479) 8418	Blackboard P...	Fault	01/10/2015 08:30 PM	CUST-URGENCY-4	RESOLVED
5341	03/11/2015 03:40 PM	Students can...	Leigh Bateup	(479) 8418	Blackboard P...	Content/Data Issue	03/18/2015 08:30 PM	CUST-URGENCY-1	RESOLVED
R5211	02/26/2014 04:19 PM	Role based u...	Leigh Bateup	(479) 8418	Username - R...	Request Unknown	06/10/2014 04:32 PM	CUST-URGENCY-1	RESOLVED
R7418	03/12/2014 11:35 AM	Scheduled S...	Leigh Bateup	(479) 8418	Service Notice	New	06/12/2014 08:32 PM	CUST-URGENCY-3	RESOLVED
R10512	04/08/2014 12:19 PM	Not receiving...	Leigh Bateup	(479) 8418	Staffmail (...)	General Issue	04/08/2014 01:23 PM	CUST-URGENCY-1	RESOLVED
R11974	04/28/2014 04:00 PM	Access to SL...	Leigh Bateup	(479) 8418	eVision	Access Request	05/02/2014 10:56 AM	CUST-URGENCY-1	RESOLVED
R15152	05/29/2014 09:07 AM	R15140 Phis...	Leigh Bateup	(479) 8418	Security Spam	Information Request	05/29/2014 11:34 AM	CUST-URGENCY-1	RESOLVED
R17381	06/18/2014 04:16 PM	Citrix Not La...	Leigh Bateup	(479) 8418	Service Notice	General Issue	06/25/2014 08:30 PM	CUST-URGENCY-3	RESOLVED
R19754	07/09/2014 12:09 PM	VPN Email Gr...	Leigh Bateup	(479) 8418	VPN	Enhancement	07/21/2014 08:30 PM	CUST-URGENCY-1	RESOLVED
R23423	08/15/2014 11:59 AM	FAQ Update...	Leigh Bateup	(479) 8418	Web Server (...)	Modify	08/26/2014 08:30 PM	CUST-URGENCY-1	RESOLVED
R24818	09/01/2014 04:24 PM	Access to Ch...	Kirstin McDonald	021 02257818	Student Mana...	Access Request	10/25/2014 08:30 PM	CUST-URGENCY-1	RESOLVED
R27792	10/05/2014 03:52 PM	Test Log Req...	Leigh Bateup	(479) 8418	Ask IT	Training Request	10/05/2014 03:53 PM	CUST-URGENCY-1	RESOLVED
R27793	10/05/2014 03:54 PM	Leigh test re...	Leigh Bateup	(479) 8418	Ask IT	Training Request	10/05/2014 03:56 PM	CUST-URGENCY-1	RESOLVED
R27794	10/05/2014 03:58 PM	Request	Leigh Bateup	(479) 8418	Ask IT	Training Request	10/05/2014 04:12 PM	CUST-URGENCY-1	RESOLVED
R27795	10/05/2014 04:14 PM	Leigh Test R...	Leigh Bateup	(479) 8418	Ask IT	Training Request	10/05/2014 04:18 PM	CUST-URGENCY-1	RESOLVED
R27796	10/05/2014 04:25 PM	Request	Leigh Bateup	(479) 8418	Ask IT	Training Request	10/05/2014 04:27 PM	CUST-URGENCY-1	RESOLVED
R27797	10/05/2014 04:38 PM	Request	Leigh Bateup	(479) 8418	Ask IT	Training Request	10/05/2014 04:47 PM	CUST-URGENCY-1	RESOLVED
R27798	10/05/2014 04:45 PM	Request	Leigh Bateup	(479) 8418	Ask IT	Training Request	10/05/2014 04:51 PM	CUST-URGENCY-1	RESOLVED
R27799	10/05/2014 04:52 PM	Leigh's Test ...	Leigh Bateup	(479) 8418	Ask IT	Training Request	10/05/2014 05:04 PM	CUST-URGENCY-1	RESOLVED
R27800	10/05/2014 05:06 PM	Leigh's test ...	Leigh Bateup	(479) 8418	Ask IT	Training Request	10/05/2014 07:34 PM	CUST-URGENCY-1	RESOLVED
R28249	10/08/2014 03:42 PM	Quota Request	Leigh Bateup	(479) 8418	Logged in Error	Logged in Error	10/09/2014 04:16 PM	CUST-URGENCY-1	RESOLVED
R30335	11/04/2014 10:58 AM	Bubble wrap	Leigh Bateup	(479) 8418	Mobile - Loan ...	General Issue	11/11/2014 08:30 PM	CUST-URGENCY-1	RESOLVED
R33445	11/10/2014 06:30 PM	Access to SL...	Leigh Bateup	(479) 8418	Access Request	Access Request	11/10/2014 06:30 PM	CUST-URGENCY-1	RESOLVED

Any calls that are still open and being worked on will not show here as they are listed under *My Open Issues and Requests*.

Click on any of these calls to open it and see the details for your reference.

4. All Issues and Requests Reported By Me

In this list, you can see all the open calls logged by and for yourself, as well as those logged by you on behalf of others (i.e., you are the “Reporting Customer”).



The screenshot shows the Ask IT Customer Portal interface. The user is logged in as Leigh. The main content area displays a table titled "4. All Issues and Requests Reported By Me". The table has the following columns: Reference, Date/Time Logged, Summary, Affected Name, Contact Tele, Item Name, Category Name, and Date of Last Action. The table contains five rows of data.

Reference	Date/Time Logged	Summary	Affected Name	Contact Tele	Item Name	Category Name	Date of Last Action
6964	06/18/2015 01:44 PM	blah	Leigh Bateup	(479) 8418	University Inf...	Connection Fault	06/18/2015 01:44 PM
S55842	06/03/2015 02:43 PM		Leigh Bateup	(479) 8418	Email Role Ba...	New	06/03/2015 02:43 PM
S55843	06/03/2015 02:43 PM		Leigh Bateup	(479) 8418	Syncplcity Sy...	New	06/03/2015 02:43 PM
S55865	06/25/2015 03:13 PM		Leigh Bateup	(479) 8418	Online Phone...	Modify	06/25/2015 03:13 PM
S55866	06/25/2015 03:13 PM		Leigh Bateup	(479) 8418	Phone Extensi...	Modify	06/25/2015 03:13 PM

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](#)
3. [How to Log a Fault](#)
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](#)