

## 6. How to Configure Your Home Page in the Ask IT Customer Portal

You are able to customise your **Home Page** by adding, removing, and rearranging items from the menu. For example, adding the *My Open Calls* list and a service request form you use frequently.

Not all items from the left-side menu can be added to the Home Page, but those that can are added by simply clicking and dragging the menu item to the main Home Page area.

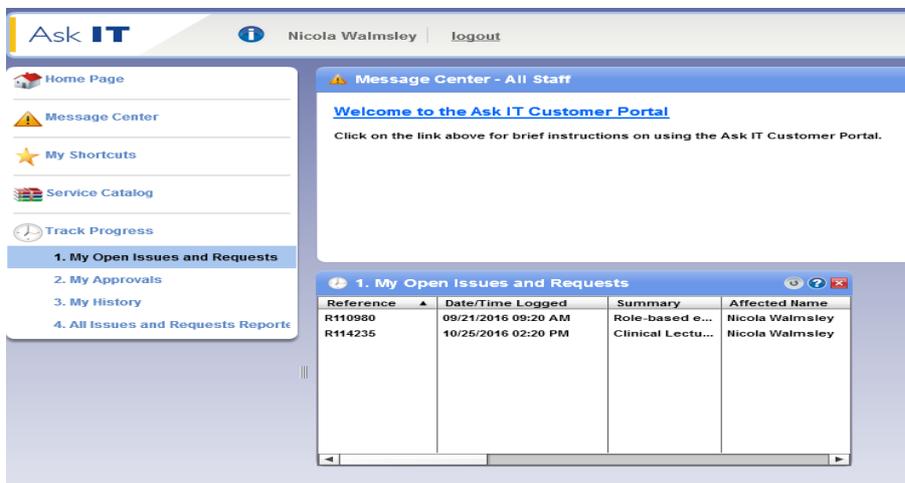
### Add "My Open Issues and Requests" to your Home Page

This is very useful for quickly keeping an eye on your open calls.

1. Click on the **Track Progress** item in the left-hand menu panel. This should also then show the four call lists available to you as well as opening the **Track Progress** window (to the right).
2. Close the **Track Progress** window by clicking on the cross in the top-right corner.
3. Click and hold the mouse button on **1. My Open Issues and Requests** in the left-hand menu panel and drag it to a clear area on the **Home Page**. The cursor will show a plus in a green circle.



4. Release the mouse button. The **1. My Open Issues and Requests** window will appear.



### Add the Telecommunications Forms to your Home Page

1. Click on the **Service Catalog** menu item to expand and display the items underneath. This will also open the Service Catalog window (to the right).
2. Close the **Service Catalog** window by clicking on the cross in the top-right corner.



3. Click and hold the mouse button on **Telecommunications** in the left-hand menu panel and drag it to a clear area on the **Home Page**. The cursor will show a plus in a green circle.



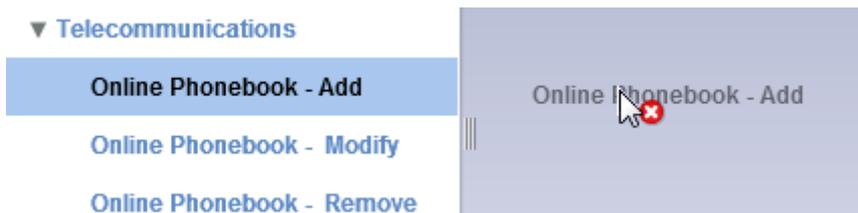
4. Release the mouse button.  
The **Service - Telecommunications** window will appear.

Click on:

- Any of the options listed to open that service request form
- the **More...** button to open the window and get more information about all the options available.



**Note:** You can't have an individual service request form on your Home Page.



However, you can add them to your **Shortcuts** – see section/document 7. *How to Create Shortcuts*.

### **Home Page Window Layout**

The windows will automatically arrange themselves but may need some modification to create your preferred layout:

- Change the position by clicking and dragging on the blue bar at the top of each window to where you want it.
- Resize windows by hovering your mouse over the sides and corners of items. When the mouse pointer changes to a bidirectional arrow, click, hold and drag the side/corner with the mouse to resize.
- Remove an item by clicking the cross symbol (  ) at the top right) in the top right of each item that's on your Home Page. The **Message Centre** item cannot be removed.

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](#)
4. [How to Track the Progress of your Calls](#)
5. [How to Update an Open Call](#)
7. [How to Create Shortcuts](#)
8. [How to Add Attachments to your Call](#)