

7. How to Create Shortcuts in the Ask IT Customer Portal

In section/document 6, we showed you how to customise your **Home Page**. Now we'll extend that by creating shortcuts to the **Service Catalogue** service request forms you use most often.

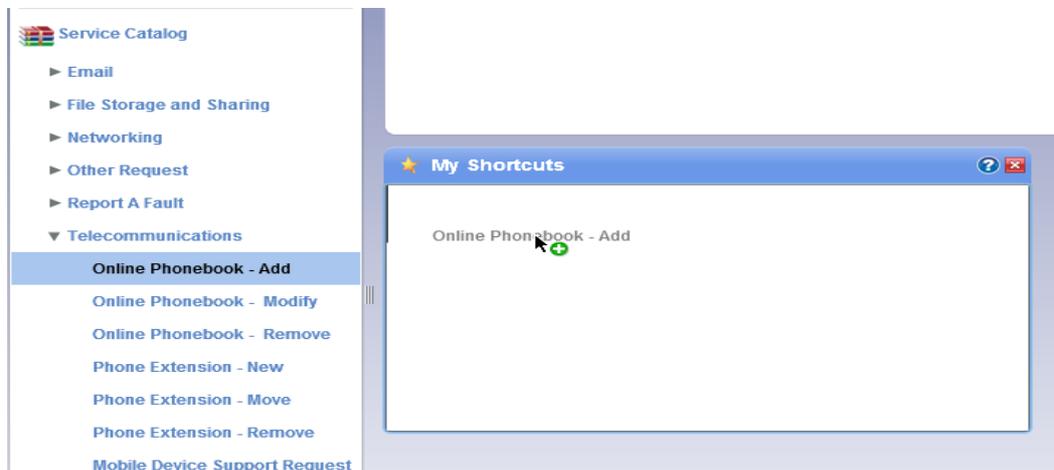
Add the **My Shortcuts** item to your **Home Page** following the method described in section/document 6. *How to Configure Your Home Page in the Ask IT Customer Portal* (i.e., by dragging the **My Shortcuts** menu item to a clear area on the **Home Page**).



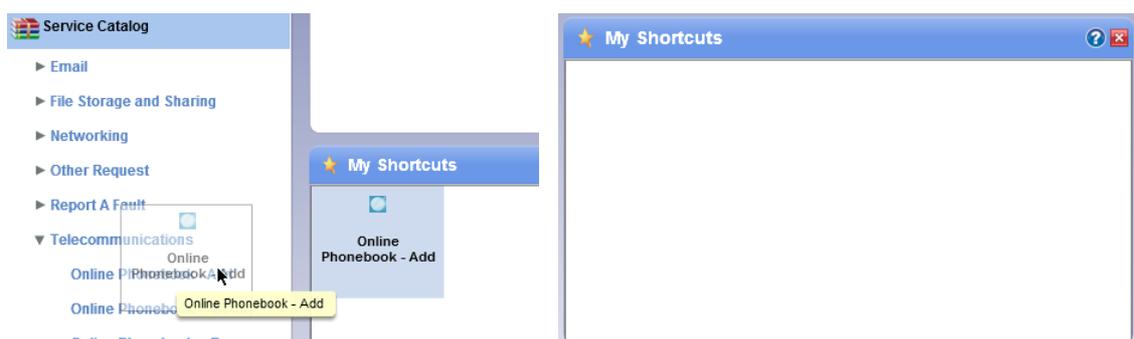
The **My Shortcuts** window will be empty.

To add items from the **Service Catalogue**:

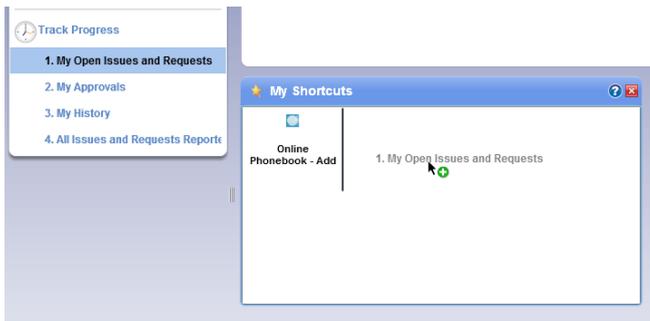
1. Click on the **Service Catalogue** menu to expand it and then open underneath so that everything is visible on the left-hand side menu. You will need to close the **Service Catalogue** window that appears to the right.
2. Click, hold, drag and drop menu selections from the expanded **Service Catalogue** to your **My Shortcuts** window on your **Home Page**.



3. To remove any shortcuts you don't want, drag them left from the *My Shortcuts* window back to the **Service Catalogue** menu.



You can also add items from **Track Progress** in the same way.



By filling your **My Shortcuts** window with your most used service request forms, you will be able to quickly and easily access them in future. As the number of self-service offerings in Ask IT increases over time, this shortcut window will become increasingly useful.

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](#)
6. [How to Configure Your Home Page](#)
8. [How to Add Attachments to your Call](#)