

DIT Online Self Service for Clients

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Access the Online Self Service

Visit the Service desk web page and click the Online Self Service link.

<http://www.csu.edu.au/division/dit/services/>

How to log in to Online Self Service

Internal Access

On any CSU campus (using the CSU network), simply click on the Online Self Service link on the Service Desk web page.

As you are already logged in to the CSU network the Self Service system will log in using your CSU credentials and you will not be required to enter your username and password again.

External Access

You will be required to log in with your CSU username and password

Using Internet Explorer

Windows security requires you to identify the domain in the username field and you should enter your details as follows.

Username - CSUMAIN\username

Password - Enter your current CSU password

Other Browsers (such as Firefox and Chrome)

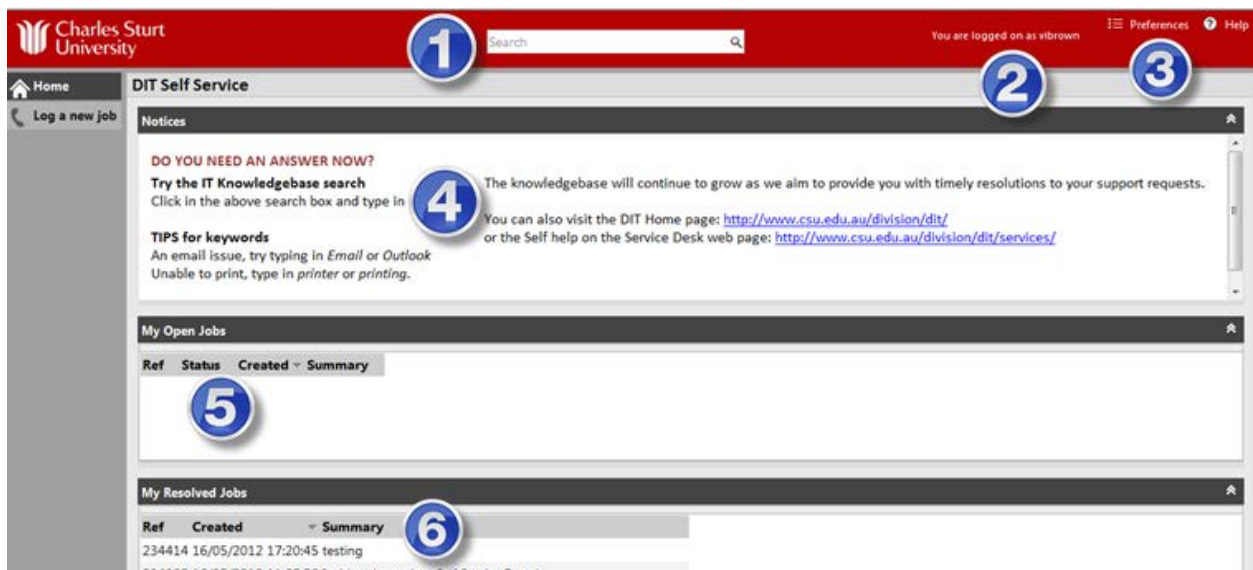
Other browsers may not require the domain in the username field

Username - Enter your CSU username

Password - Enter your current CSU password

The Home page

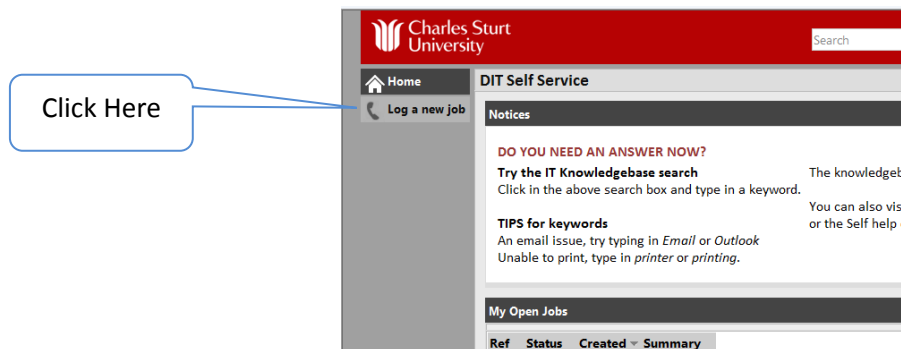
An overview of the home page screen, at any time you can click Home to return to this screen. This document provides details on each of these sections.



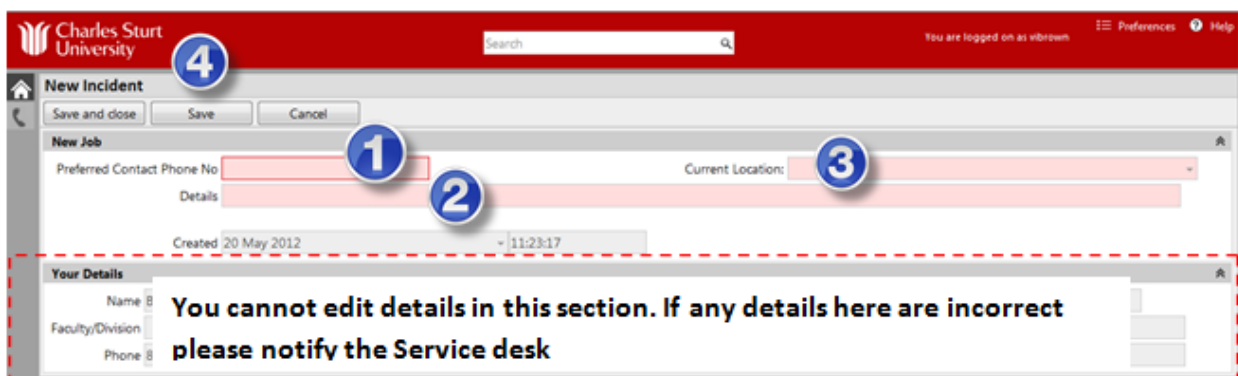
1. Search the Knowledge base for known solutions
2. Shows that you are logged in
3. **Preferences** should not be used as these changes will not apply. Help has not been customised to CSU staff and this document should be used in its place.
4. **Notices** Information to assist you
5. **My Open Jobs** Current open jobs
6. **My Resolved Jobs** A history of all jobs you have logged with DIT

Logging a job

- To log a new incident or request, click *Log a new job*



A new window will open and you will be required to enter the details of your incident or request.



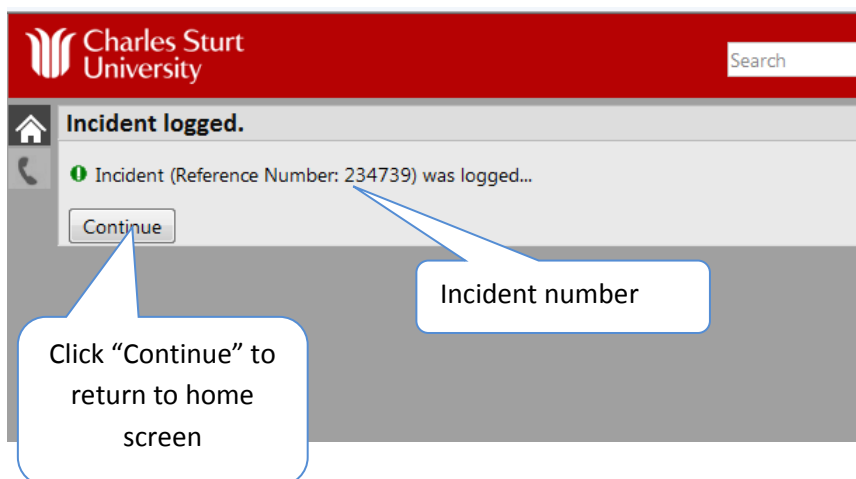
- Enter preferred contact number
 - Enter the description of the incident
 - Click down arrow to select your current location
 - Once complete click either "Save and Close" or "Save".
- Preferred Contact Phone No**
Enter the number you would prefer DIT to contact you on. This may be your CSU extension, a home number, or a mobile number.
 - Current location**
Click the drop down arrow and select your current location. This may be different to your usual campus. This information is important as it helps us to identify which services may be affected on which campuses.
 - Details**
Enter a description of your request to assist DIT in categorising and working towards resolving your new incident. You can enter as much detail here as you like, the text area may look limited but will automatically scroll to allow unlimited text to be entered.

Providing enough detail increases the probability that your incident/request will be resolved quickly. Consider if DIT will need information such as; your computer name, your account code, an S drive link, a subject site code, or a file name.

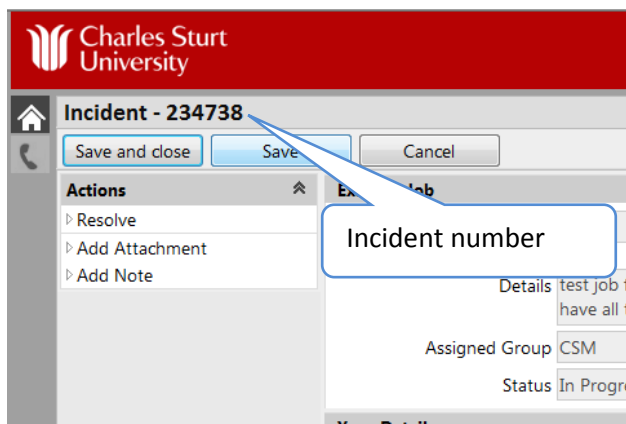
NOTE: You cannot edit the text in the *Your Details* section on the bottom part of the screen. This section will auto fill when you log on. If any of the details here are incorrect please notify the Service Desk by logging a job. Please provide the correct information for the fields in the details section when you log the job to update your personal information.

- Once you have entered your contact number, current location and incident details, press either the *Save and close* button or the *Save* button. You will then be allocated a unique *Incident Number*

If you select *Save and Close* the screen will close and the *Incident logged* window will display you unique incident number.



If you select *Save* your job will still be visible on screen, with an incident number listed at the top. You can enter additional information in a note or attachment if you wish.



You have now successfully logged a job with the DIT Service Desk.

The incident will be placed in a queue where the Service Desk staff will categorise and begin processing. The assigned group will default to CSM (Customer Service Management)

We are committed to processing these as quickly as possible and providing you with complete visibility of the progress on every job you log.

Opening a previously logged Service Request

View an Open or Resolved Job by accessing Online Self Service.

My Open Jobs			
Ref	Status	Created on	Summary
213373	Waiting for information from you	11/11/2011 10:55:45	Incident logged on Self Service Portal
213368	With Third Party waiting for action	11/11/2011 10:39:58	Incident logged on Self Service Portal
213330	In Progress	10/11/2011 22:38:23	Request for new DIT Account-InfoStud-RHD
177634	In Progress	17/02/2011 10:37:50	All accounts for School of Information Studies need

My Resolved Jobs		
Ref	Created on	Summary
213347	11/11/2011 16:22	Incident logged on Self Service Portal - Test incident
213119	10/11/2011 12:19	Request comms directory alterations
213113	09/11/2011 21:08:04	Incident logged on Self Service Portal

1. This list of jobs consists of a job waiting for information, a job that's with a third party and two jobs that are in progress.
2. This is a list of my resolved jobs
3. You can click on any job here to view more details

My Open Jobs

Ref - The incident number

Status - There are 4 states your job can be in

- In Progress – DIT have started processing and given the Incident a category and summary
- With Third Party – the job has been passed on to a specialist outside of DIT
- Waiting for Information from You – we require you to give us some more information before we can continue with your job. You will have received a phone call or email from DIT requesting this information
- Resolved – when these incidents and requests are resolved they will not display in *My Open Jobs*, they will be visible in the lower section of the screen - *My Resolved Jobs*.

Created On - The date the job was logged

Summary – Initially default text will be displayed, “*Incident logged on Self service portal*”, when the Service Desk has processed your job you will see this text has been updated with a meaningful summary for your job.

You can click on any job in any state to view more details.

Adding additional information to a previously logged Incident

You can only add additional information to an open job.

Locate the job that you wish to add additional information to in the *My Open Jobs* section. If your job has been assigned to a DIT analyst, an automatic email will be sent to the assigned analyst working to resolve your incident/request to notify them of this new information.

On the left hand side of the screen, you can click on either *Add Note* or *Add Attachment*

1. Click “Add Note” or “Add Attachment”.
2. The assigned analyst and group
3. If notes or attachments have previously been added, tabs will be visible here.

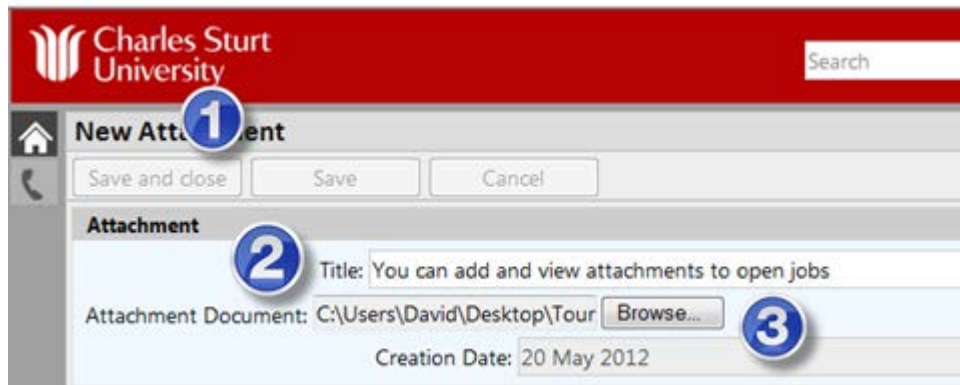
Adding a Note

- Click on *Add Note* and a *New Note* window will open with two fields. *Summary* and *More detail*
- Enter a short summary to the note, and a detailed description of the information you are providing
- Click *Save and close*

1. Click here to “Save and Close”.
2. Add a summary then add a more detailed description.

Adding an Attachment

- Click *Add Attachment* and a *New Attachment* window will open with two fields - *Title* and *Attachment Document*
- Enter a short title for your attachment, and browse to where the file is stored to attach it
- Click *Save and close*



1. Click here to “Save and Close”. After attaching your document
2. Type a title for your attachment
3. Browse for and attach your file here

View Notes added by You and DIT

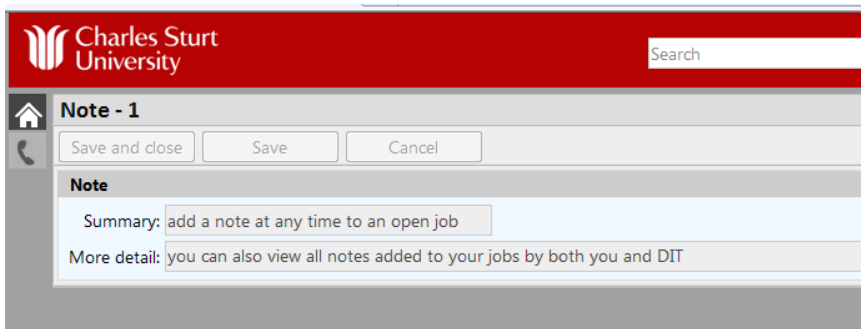
You can view any additional information in any job added by you or DIT.

- Click on any job you wish to view.
- When additional information has been added some *Tabs* will appear at the bottom of the screen.
- You will be able to see any notes, attachments, waiting for information from customer, as well as the assigned group and analyst and the status of your job.



1. Assigned Group and Analyst
2. Notes and Attachments can be added by you or DIT, and only if they have been added will these tabs appear.

- Click on the relevant tab and then click on the note or attachment to view more details
- The note will open in a new window and will show what was written by you or DIT

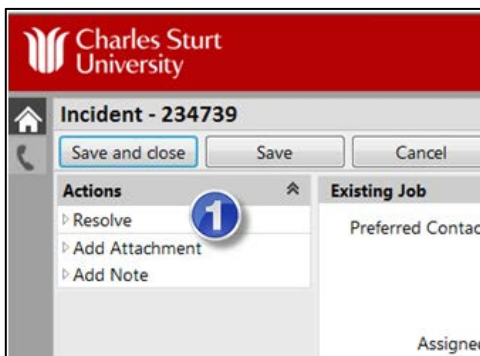


Resolving an open Incident

If you no longer require assistance from DIT you can close any job you have logged at any time with the *Resolve* action.

If your job has been assigned to a DIT analyst, an automatic email will be sent to the assigned analyst working to resolve your incident/request, to notify them that you have resolved this job.

- Locate and click on the job that you wish to close in the My Open Jobs section
- Click Resolve in the actions menu



1. Click here to Resolve the Incident

A new resolution window will open

- (1) Enter a meaningful summary and (2) click *Save and close*



Viewing Resolution details for a resolved Incident

- Click on the Resolved Incident you wish to view from the *My Resolved Jobs* section on the bottom of the screen
- (1) Select the *Resolutions tab*, then click on the (2) Resolution information (3) you can click on any of these tabs and then click on the information within to see more details

Charles Sturt University

Incident - 234414

Cancel

Actions

Add Note

Existing Job

Preferred Contact Phone 86186

No

Details test don't dose vicki testing

Assigned Group SD-Applications

Status Closed

Your Details

Name Brown, Victoria

FacultyDivision

Phone 8618

Resolutions Notes With Customer Back From Customer

Summary	#	Creation Date	Det
resolved	1	16/05/2012 17:27:26	fixed

- Once you have clicked on the information, this will open the Summary for the resolution of the Incident

Charles Sturt University

Resolution - 1

Save and close Save Cancel

Resolution

Summary: resolve your own job at any time

Details: An automatic email will be sent to the assigned analyst

On: 20 May 2012 11:39:56

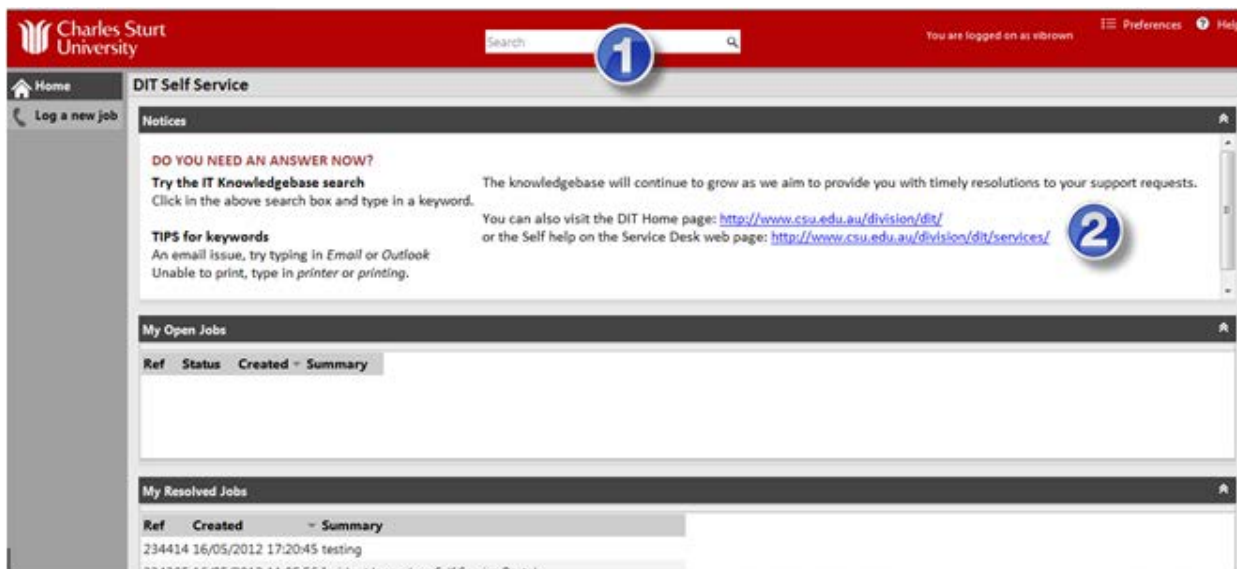
Using the Knowledgebase


At any time you can access the Knowledgebase to search for known solutions. Some tips for searching are provided in the *Notices* section.

The Knowledgebase is a database of articles created from common issues or questions asked by staff. We are continually creating Knowledgebase articles to provide you with information and faster solutions.

We encourage you to view the self help and search our Knowledgebase each time you log a new job. You may find information we will need to process your request quickly, or information to solve the issue you are having, in which case you either won't need to log a job or you will be able to resolve your job.

To search the Knowledgebase:



- (1) Click in the Search box at the top of the screen on any window in Self Service (2) Click on the links to view self-help at any time
- Type in a keyword
- Click on the Search icon 
- A list of search results will then display for you to view
- Choose the most relevant to your needs
- If there is no Knowledgebase article to assist you then go ahead and log a job

Feedback

Your feedback is very important to us and we encourage you to let us know what you think of this new service.

<http://www.csu.edu.au/division/dit/forms/feedback>.