IT SELF SERVICE CUSTOMER PORTAL

HTTPS://ITSELFSERVICE.UWSP.EDU

For TECHNOLOGY EMERGENCIES, please contact the IT Service Desk.

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Log On

Sign in using your UWSP credentials – be sure to include the “@uwsp.edu” at the end of your username.

Log Out

Sign out of FootPrints by clicking the drop down arrow next to “Welcome, username” in the upper right-hand corner of the page.
Create a New Service Request

Use the **New Service Request** button if you need a new technology service or need to make a change to an existing technology service.

New Service Request examples:

- You need a piece of hardware setup, changed, or moved to a new location.
- You need a piece of software installed or you need software to be deployed to a computer(s).
- You need an account created or edited.
- You need access to a technology service or access removed.
- You need to make changes to your telephone services.
- You need a report created or edited.
- You need an application developed or an enhanced.
- You need a video produced or edited.
- You need a technology assessment or need to request training for a technology service.

Field Descriptions:

<table>
<thead>
<tr>
<th>A.</th>
<th>Check the box if you are entering a ticket on behalf of another person and enter that person’s username in the additional field that appears that is labeled “Other Person Username”</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Are you submitting for another person?:</td>
</tr>
<tr>
<td></td>
<td>Other Person Username:</td>
</tr>
<tr>
<td>B.</td>
<td>Enter the UWSP Account Number, if known.</td>
</tr>
<tr>
<td></td>
<td>Account Number:</td>
</tr>
<tr>
<td>C.</td>
<td>If the location where the work needs to be performed is not your office or resident room, enter a Work Location.</td>
</tr>
<tr>
<td></td>
<td>Work Location:</td>
</tr>
<tr>
<td>D.</td>
<td>* Enter a Short Description about the request Example: “Email mailbox rename request”</td>
</tr>
<tr>
<td></td>
<td>Short Description*:</td>
</tr>
<tr>
<td>E.</td>
<td>* Select the Category Action that best reflects the type of request.</td>
</tr>
<tr>
<td></td>
<td>Category Action*:</td>
</tr>
</tbody>
</table>
| F. | * Select the high-level service Category Type that relates best to the request.  
*Note: When **Software** is selected, the “Software Deploy Checkbox” will appear. Check this box if the request requires Software |
|    | Category Type*: |

Step 1: Click “New Service Request”

Step 2: Complete the required fields on the selected form. An asterisk (*) symbol appears next to a required field. See field descriptions A-K below.

Step 3: Click “Submit”
Create a New Incident

Use the **New Incident** button when an existing technology service is degraded or broken and needs to be restored or repaired.

**New Incident examples:**

- You can not get connected to technology service.
- Your laptop or desktop is no longer powering on.
- You forgot the password to access a service.
- Your can not establish a wired or wireless network connection.
- Your business cell phone stopped working or was damaged.
- A projector or A/V equipment in a conference or meeting room is not working correctly.
- An application or webpage isn’t loading.
- You are not able to print

| A. | Select if you are requesting assistance with a service or device.  
---|---
| B. | Select the location of the device.  
| C. | Select the software to be installed on multiple classroom, computer lab or department computers or in the UWSP Application Center.  
Fill in the additional fields that display on the form.  
| D. | Software Deploy Checkbox:  
---|---
| G. | * Select the Impact that best reflects how many customers are affected by the request.  
Impact*:  
| H. | Enter the name of the device, if known.  
*Note: Enter additional devices in the Customer Comments field.*  
Device Name:  
| I. | Select a requested completion date, if known.  
Requested Completion Date:  
| J. | * Enter the details of the request in the Customer Comments.  
Example: “Our department has changed its name, please rename this mailbox…”  
*Note: This field is a rich text editor allowing advanced editing such as copy / paste of images.*  
Description:  
| K. | Include attachments with your request  
Attachments:  

Download files  
Add Attachment  
Remove file

**Step 1**

Click "New Incident"

**Step 2**

Complete the required fields on the selected form. An asterisk * symbol appears next to a required field.

See field descriptions A-J below.

**Step 3**

Click "Submit"
Field Descriptions:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
<td>Check the box only if you are entering a ticket on behalf of another person and enter that person’s username in the additional field that appears that is labeled “Other Person Username”</td>
</tr>
<tr>
<td>B.</td>
<td>Enter the UWSP Account Number, if known.</td>
</tr>
<tr>
<td>C.</td>
<td>If the location where the work needs to be performed is not your office or resident room, enter a Work Location.</td>
</tr>
<tr>
<td>D. *</td>
<td>Enter a Short Description about the incident. Example: “Printer offline”</td>
</tr>
<tr>
<td>E. *</td>
<td>Select the high-level service Category Type that relates best to the incident.</td>
</tr>
<tr>
<td>F. *</td>
<td>Select the Impact that best reflects how many customers are affected by the incident.</td>
</tr>
<tr>
<td>G.</td>
<td>Select a requested completion date, if known.</td>
</tr>
</tbody>
</table>
| H. | Enter the name of the device, if known. 
*Note: Enter additional devices in the Customer Comments field.* |
| I. * | Enter the details of the request in the Customer Comments. Example: “Our department has changed its name, please rename this mailbox…” 
*Note: This field is a rich text editor allowing advanced editing such as copy / paste of images.* |
| J. | Include attachments with your request |

Email Notifications

You will receive updates about your incident or request through email. The emails will come from: Info Tech Service Desk <itselfservice@uwsp.edu>.

View Your Service Requests and Incidents

The My Tickets tab will show all your incidents and service requests. Click the Record Number to see details and updates for a specific item.
<table>
<thead>
<tr>
<th>Container</th>
<th>Item Name</th>
<th>Record Number</th>
<th>Title</th>
<th>Priority</th>
<th>Status</th>
<th>Created On</th>
<th>Updated On</th>
<th>Global</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Service Center</td>
<td>Service Request</td>
<td>02:26</td>
<td>Test - Ticket - modify...</td>
<td>In Progress</td>
<td>03/06/2017 09:52 PM</td>
<td>03/18/2017 10:49 AM</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>IT Service Center</td>
<td>Service Request</td>
<td>02:30</td>
<td>Ticket Request - Source</td>
<td>New</td>
<td>03/14/2017 09:33 PM</td>
<td>03/17/2017 01:32 PM</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>IT Service Center</td>
<td>Incident</td>
<td>INC04</td>
<td>Laptop won't hold charge</td>
<td>Normal</td>
<td>Customer Response</td>
<td>02/06/2017 10:00 PM</td>
<td>02/13/2017 03:28 PM</td>
<td>No</td>
</tr>
</tbody>
</table>

Click a “Record Number” to view the details of a ticket.