

# IT SELF SERVICE CUSTOMER PORTAL

[HTTPS://ITSELFERVICE.UWSP.EDU](https://itselfservice.uwsp.edu)

For **TECHNOLOGY EMERGENCIES**, please contact the *IT Service Desk*.

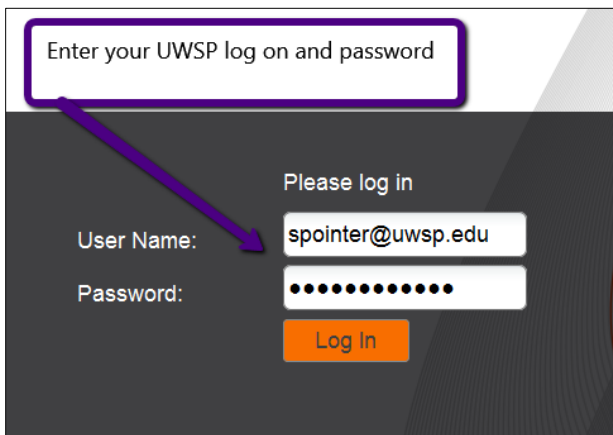
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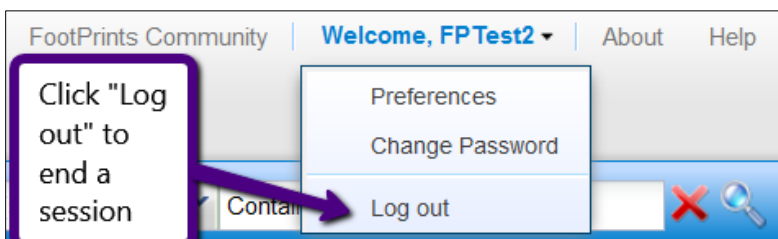
## Log On

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.

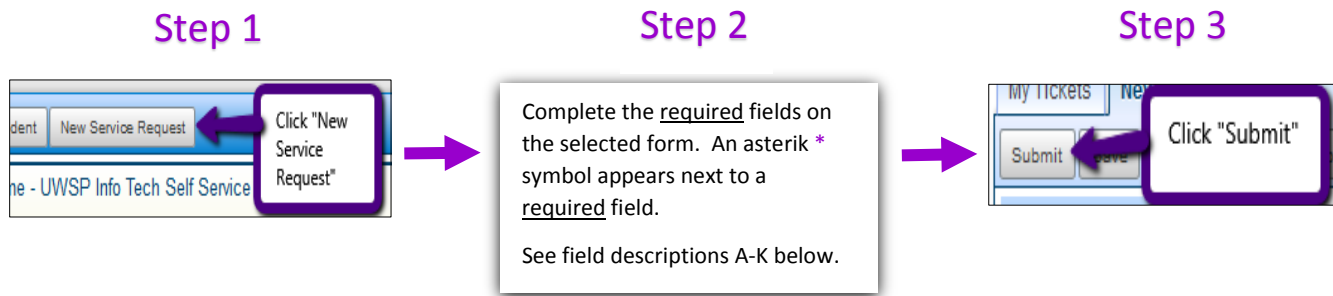


# Create a New Service Request

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:

<p><b>A.</b> Check the box if you are entering a ticket <i>on behalf of</i> another person and enter that person’s username in the additional field that appears that is labeled “Other Person Username”</p>	<p>Are you submitting for another person?:</p> <input type="checkbox"/> <p>Other Person Username:</p> <input type="text"/>
<p><b>B.</b> Enter the UWSP Account Number, if known.</p>	<p>Account Number:</p> <input type="text"/>
<p><b>C.</b> If the location where the work needs to be performed is not your office or resident room, enter a Work Location.</p>	<p>Work Location:</p> <input type="text"/> <p><small>Enter new location only if different than customer's default location.</small></p>
<p><b>D. *</b> Enter a Short Description about the request Example: “Email mailbox rename request”</p>	<p>Short Description*:</p> <input type="text"/>
<p><b>E. *</b> Select the Category Action that best reflects the type of request.</p>	<p>Category Action*:</p> <input type="text" value="Change / Modify"/>
<p><b>F. *</b> Select the high-level service Category Type that relates best to the request. <i>Note: When <b>Software</b> is selected, the “Software Deploy Checkbox” will appear. Check this box if the request requires</i></p>	<p>Category Type*:</p> <input type="text" value="Software"/>

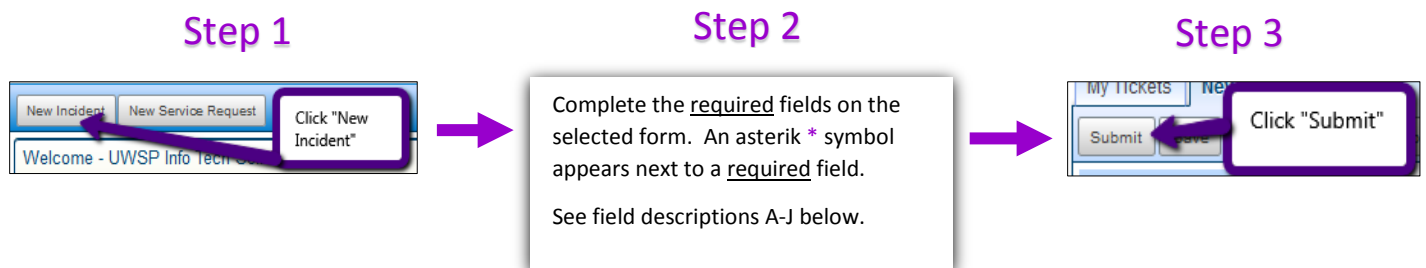
<p>software to be installed on <u>multiple</u> classroom, computer lab or department computers or in the UWSP Application Center. Fill in the additional fields that display on the form.</p>	<p>Software Deploy Checkbox:</p> <input type="checkbox"/>
<p><b>G. *</b> Select the Impact that best reflects how many customers are affected by the request.</p>	<p>Impact*:</p> <p>Individual / Less than 5 users</p>
<p><b>H.</b> Enter the name of the device, if known. <i>Note: Enter additional devices in the Customer Comments field.</i></p>	<p>Device Name:</p> <input type="text"/> <p><small>Include additional devices in the Description</small></p>
<p><b>I.</b> Select a requested completion date, if known.</p>	<p>Requested Completion Date:</p> <input type="text"/>
<p><b>J. *</b> Enter the details of the request in the Customer Comments. Example: "Our department has changed its name, please rename this mailbox..." <i>Note: This field is a rich text editor allowing advanced editing such as copy / paste of images.</i></p>	<p>Description:</p> <p>Copy from: Knowledge Base</p>
<p><b>K.</b> Include attachments with your request</p>	<p>Attachments</p> <p>Download files Add Attachment Remove file</p>

## 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



## Field Descriptions:

<p><b>A.</b> Check the box only if you are entering a ticket <i>on behalf of</i> another person and enter that person’s username in the additional field that appears that is labeled “Other Person Username”</p>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p>Are you submitting for another person?:</p> <input type="checkbox"/> </div> <div style="border: 1px solid black; padding: 5px;"> <p>Other Person Username:</p> <input style="width: 100%;" type="text"/> </div>
<p><b>B.</b> Enter the UWSP Account Number, if known.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Account Number:</p> <input style="width: 100%;" type="text"/> </div>
<p><b>C.</b> If the location where the work needs to be performed is not your office or resident room, enter a Work Location.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Work Location:</p> <input style="width: 100%;" type="text"/> <p><small>Enter new location only if different than customer's default location.</small></p> </div>
<p><b>D.</b> * Enter a Short Description about the incident Example: “Printer offline”</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Short Description*:</p> <input style="width: 100%;" type="text"/> </div>
<p><b>E.</b> * Select the high-level service Category Type that relates best to the incident.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Category Type*:</p> <div style="border: 1px solid black; padding: 2px;"> <span>Software</span> <span style="float: right;">▼</span> </div> </div>
<p><b>F.</b> * Select the Impact that best reflects how many customers are affected by the incident.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Impact*:</p> <div style="border: 1px solid black; padding: 2px;"> <span>Individual / Less than 5 users</span> <span style="float: right;">▼</span> </div> </div>
<p><b>G.</b> Select a requested completion date, if known.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Requested Completion Date:</p> <div style="border: 1px solid black; padding: 2px;"> <span style="width: 100%;"></span> <span style="float: right;">▼</span> </div> </div>
<p><b>H.</b> Enter the name of the device, if known. <i>Note: Enter additional devices in the Customer Comments field.</i></p>	<div style="border: 1px solid black; padding: 5px;"> <p>Device Name:</p> <input style="width: 100%;" type="text"/> <p><small>Include additional devices in the Description</small></p> </div>
<p><b>I.</b> * Enter the details of the request in the Customer Comments. Example: “Our department has changed its name, please rename this mailbox...” <i>Note: This field is a rich text editor allowing advanced editing such as copy / paste of images.</i></p>	<div style="border: 1px solid black; padding: 5px;"> <p>Description:</p> <p><small>Copy from: Knowledge Base</small></p> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;"> <span>🔍</span> <span>🗑️</span> <span>📄</span> <span>📁</span> <span>🔒</span> <span>↶</span> <span>↷</span> <span><b>B</b></span> <span><b>I</b></span> <span><b>U</b></span> <span><b>S</b></span> <span><b>x<sub>2</sub></b></span> <span><b>x<sup>2</sup></b></span> <span><b>I<sub>x</sub></b></span> <span>🔗</span> <span>🔗</span> </div> <div style="border: 1px solid black; padding: 2px;"> <span>Format</span> <span>Font</span> <span>Size</span> <span>A</span> <span>🖼️</span> <span>🔄</span> </div> </div>
<p><b>J.</b> Include attachments with your request</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Attachments</p> <div style="border: 1px solid black; padding: 2px; display: flex; justify-content: space-between;"> <span>Download files</span> <span>Add Attachment</span> <span>Remove file</span> </div> </div>

## 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>](mailto: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.

My Tickets

View ▾

Print

Delete

Preview Pane

Click a "Record Number" to view the details of a ticket

Subscribe	Container	Item Name	Record Number	Title	Priority	Status	Created On	Updated On	Global
[-] Container: IT Service Center (7 items)									
	<a href="#">IT Service Center</a>	<a href="#">Service Request</a>	<a href="#">SR-94</a>	Test - Ticket - modify ...		In Progress	03/08/2017 09:52 PM	03/16/2017 10:40 AM	No
	<a href="#">IT Service Center</a>	<a href="#">Service Request</a>	<a href="#">SR-105</a>	Testing Contact Sourc...		New	03/14/2017 06:33 PM	03/17/2017 01:30 PM	No
	<a href="#">IT Service Center</a>	<a href="#">Incident</a>	<a href="#">INC-104</a>	Laptop won't hold cha...	Normal	Customer Response	03/08/2017 10:09 PM	03/13/2017 03:20 PM	No