

UniDesk Self Service Portal (SSP) – User Guide

Logging into the SSP

The SSP is available via the [Service Desk](#) page on the [ISD Website](#).

Only current staff and students can use the SSP. Use of a protected login not only automatically identifies you when call logging but ensures that only genuine calls are logged.

You must use your staff number (e-code or a-code) or student number (b-code) and your network password (used to log into the Portal) to authenticate into the SSP.

For more advice on your password, including how to reset via self-service if you do not currently know it, please see [Staff Passwords](#) and [Student Passwords](#).

SSP Main Screen

When you open the SSP, you will see the following screen:

The screenshot shows the UniDesk Self Service Portal interface. The header includes the UniDesk logo and the text 'UniDesk Self Service'. A navigation bar at the top right contains 'Incidents' and 'Knowledge Base'. The main content area is divided into several sections:

- Incidents:** A search bar and a dropdown menu.
- Shortcuts:** A list of links: Current news, Current Incidents, New Incident, Knowledge Base, and All Incidents.
- Places to check before reporting an incident:** A section with a welcome message and information about the knowledge base and important notes.
- News Overview:** A section stating 'There are no current items to display'.
- Last logged Incidents:** A section listing a test call: 'Test call from live SSP (1150519-0033)'.

At the bottom of the page, there are three icons: 'New Incident', 'Current Incidents', and 'Knowledge Base'.

ICT Customer Services Service Centre

From this screen you can select the following functions:

Current News: this will list any new articles which Information Services has currently published. News will include planned service interruptions, launch of new services and 'known major issues'.

Current Incidents: this lists all current calls logged within UniDesk against your name, so that you can monitor progress and/or update with new information.

New Incident: this provides the functionality to 'self log' a new UniDesk call, if your issue has not been resolvable by looking at the Knowledge Base.

Knowledge Base: this lists a number of knowledge articles which may provide you with advice to resolve your issue, without need to log a new call.

All Incidents: this lists all calls logged in UniDesk against your name, including both closed and current calls.

Knowledge Base

The start page lists all current knowledge articles, grouped by topic. You can also search for **key words**, or see the '**Top 10 most viewed items**', which are automatically updated.

Each knowledge article has a feedback section at the bottom, where you have the opportunity to let the Service Desk know that the article has resolved your issue or not, with feedback comments. Select **Submit** when finished.

In order to improve the Knowledge Base, we would like to receive your feedback. You cannot log an Incident here. To log an Incident click the link at the bottom of the screen.

Does this answer your question?

Yes No

Comments

Submit

[I would like to report an Incident](#)

If the knowledge articles do not resolve your issue, you can use the "**I would like to report an Incident**" link to open a new call.

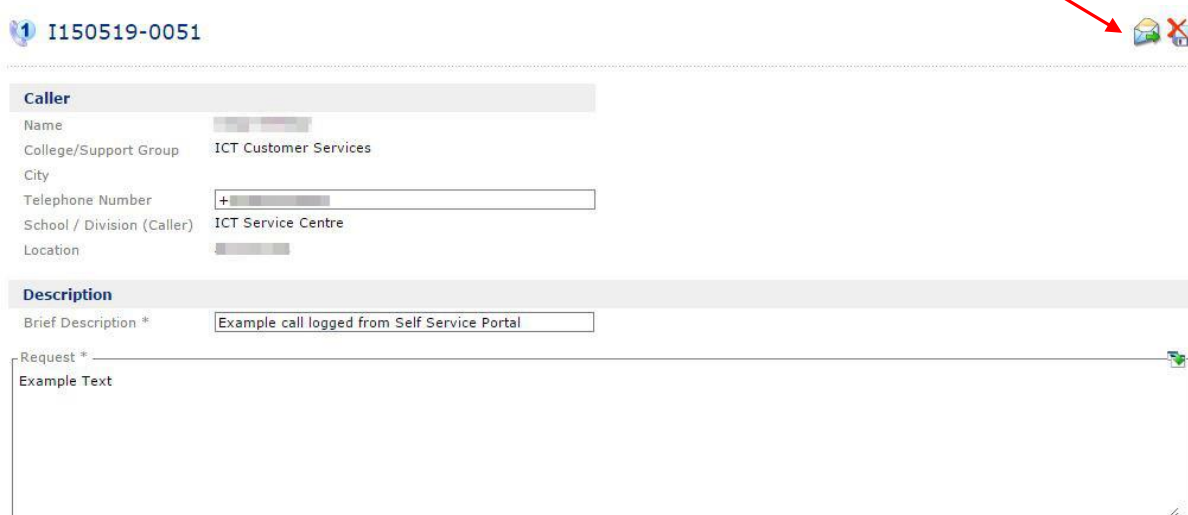
New Incident

If you have reviewed the Knowledge Base and your issue cannot be dealt with via the self-help articles, then you can use this function to log a new call into UniDesk yourself.

Your name and contact details will be automatically populated, you can update the Telephone number as required. The '**Brief Description**' field summarises your issue (e.g. Unable to log into the Portal).

In the '**Request**' field you should provide enough detail to assist the Service Desk in resolving your query as quickly as possible, please avoid generic statements such as "*I cannot log in*".

Once you are happy with your information, you should select the **Register** button to commit the call into UniDesk.



1 I150519-0051

Caller

Name: [Redacted]
College/Support Group: ICT Customer Services
City: [Redacted]
Telephone Number: + [Redacted]
School / Division (Caller): ICT Service Centre
Location: [Redacted]

Description

Brief Description *: Example call logged from Self Service Portal

Request *: Example Text

Register

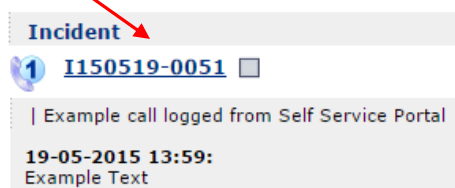
You will receive confirmation from UniDesk via email that your issue has been logged. It will be reviewed by the Service Desk before being processed.

Please note that calls logged outside core hours will be dealt with on the next working day. Urgent calls may be directed to our Out-of-Hours service at (servicedesk@ulster.ac.uk or 903 66777). If the call cannot be resolved by the Out-of-Hours service, it will be logged by them and dealt with by our Service Desk team on the next working day. There is no need to log the call a second time.

Current Incidents

Within this section, you have the ability to look at and edit current calls logged in your name with UniDesk. For example, you may choose to monitor progress or add further information to the call which may assist in the resolution.

Within the view you will see the list of your current calls. Select the **call reference number** of the call you wish to edit via the link as shown:



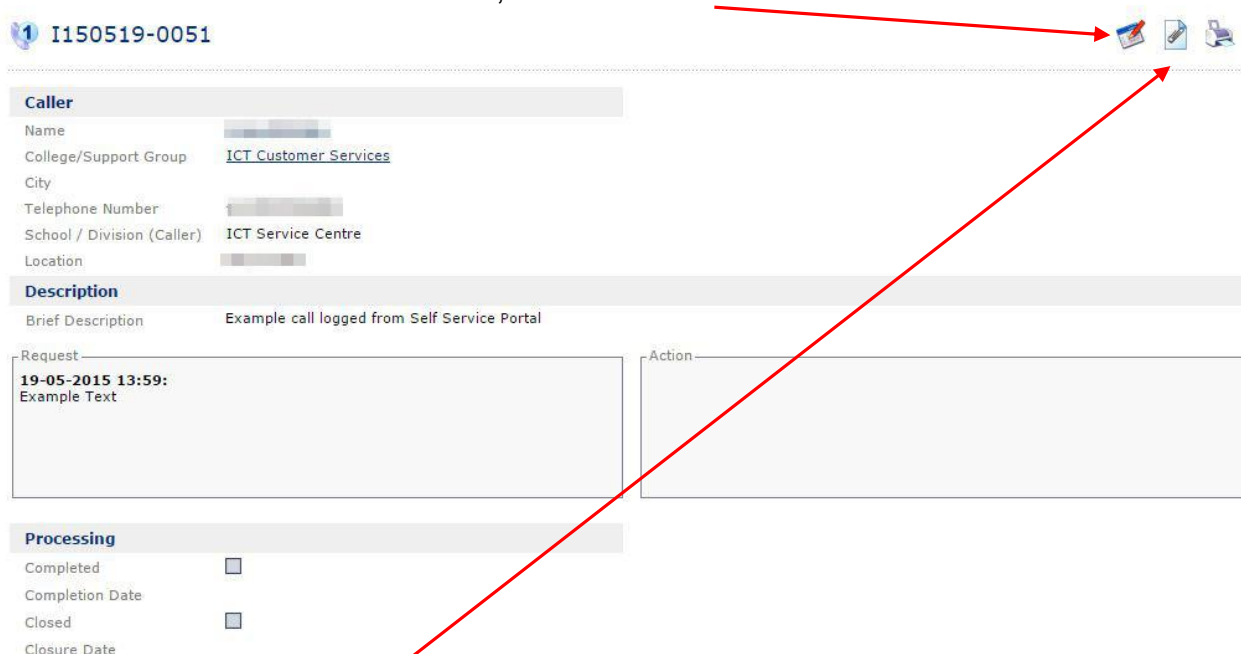
Incident

1 [I150519-0051](#)

| Example call logged from Self Service Portal

19-05-2015 13:59:
Example Text

To edit the call and add a comment, select the **Edit** button.



1 I150519-0051

Caller

Name [Redacted]
College/Support Group [ICT Customer Services](#)
City [Redacted]
Telephone Number [Redacted]
School / Division (Caller) [ICT Service Centre](#)
Location [Redacted]

Description

Brief Description Example call logged from Self Service Portal

Request

19-05-2015 13:59:
Example Text

Action

Processing

Completed
Completion Date [Redacted]
Closed
Closure Date [Redacted]

You can also choose to **upload** a file, such as an error screenshot. It is recommended that this file should not exceed 10MB for usability reasons.

ICT Customer Services Service Centre

Enter your comment and select the **Save** Button.

I150519-0051 

Description

<p>Request *</p> <p>19-05-2015 13:59: Example Text</p>	<p>Action</p> <p>Example edit of existing call</p>
--	--

Your call will be updated with your new information.

All Incidents

This view works in a similar fashion to **Current Incidents**, however it includes calls that are marked completed and closed by the Service Desk, as the example shown.

Processing	
Completed	<input checked="" type="checkbox"/>
Completion Date	May 18, 2015 3:48 PM
Closed	<input checked="" type="checkbox"/>
Closure Date	May 18, 2015 3:48 PM

These are in read only form, since closed calls cannot be modified. If you have a reoccurrence of the same issue, you should treat this as a new incident.