




OIT Support and Information Portal Overview


From our portal you can view information about SLCC technology services as well as request assistance from the Information Technology Staff. The simplest way to get started on our site is simply to type what you are looking for in the search box, however there is a lot of other great information here as well. Below is an image of the OIT Portal homepage with key areas highlighted:

 **Search Bar:** Starting typing for the information you're looking for in the search. You will automatically see knowledge base articles and service catalog items related to your search criteria.


 **Rotating Carousel:** Highlighted OIT services and news will be listed here


 **Menu Bar:** The menu bar has links to several key areas of the portal:

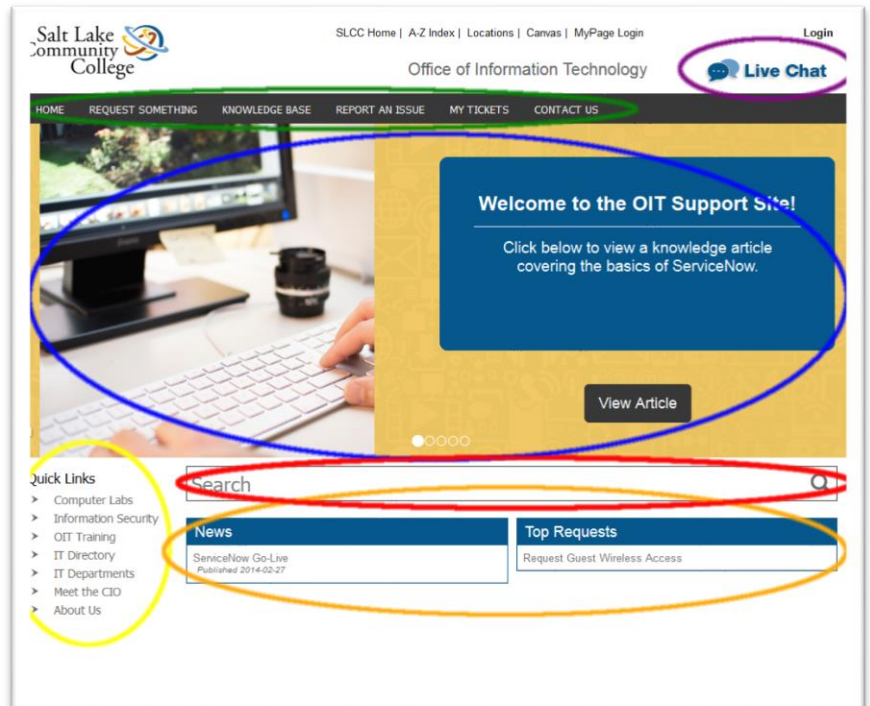
- **Request Something:** This opens the Service catalog. This opens a list of IT services you can request.
- **Knowledge Base:** Search hundreds of articles for training and help for all types of technology questions and issues.
- **Report an Issue:** Start an incident request to get something fixed
- **My Tickets:** Check or update the status of your requests or incidents.
- **Contact Us:** Locations and contact information for the OIT Department

 **Quick Links:** This area points to pages with additional information for the OIT department

- **Computer Labs:** List of all SLCC computer labs. You can filter and sort based on location, lab type, etc.
- **Information Security:** Security tips, best practices and recommendations from the Information Security Department.
- **OIT Training:** Find information on Staff/Faculty training events and online training resources.
- **IT Directory:** Phone directory for the OIT department
- **IT Departments:** Listing and pictures of all the Different OIT departments.
- **Meet the CIO:** Information about the head of the OIT department.
- **About us:** View information about the IT Strategic plan and see the department organization chart.

 **Live Chat:** During our normal working hours the live chat will allow you to do a quick chat session with people on the Help Desk. And if we can't fix your issue via chat, we can create a new incident request with the text from the chat included.

 **News and Top Articles:** This section of the page will contain any important news, outage information, as well as some of the top viewed articles.



Logging in to ServiceNow – ADFS Login

Most of the ServiceNow site doesn't require a login, however if you try to request services, initiate a new incident, or check the status of your open requests you will be prompted for a login. This will take you to the SLCC federated login page that allows you to be authenticated.

Sign-in using your SLCC username and password using the following format:

Staff/Faculty/Adjunct: [UserName]@slcc.edu

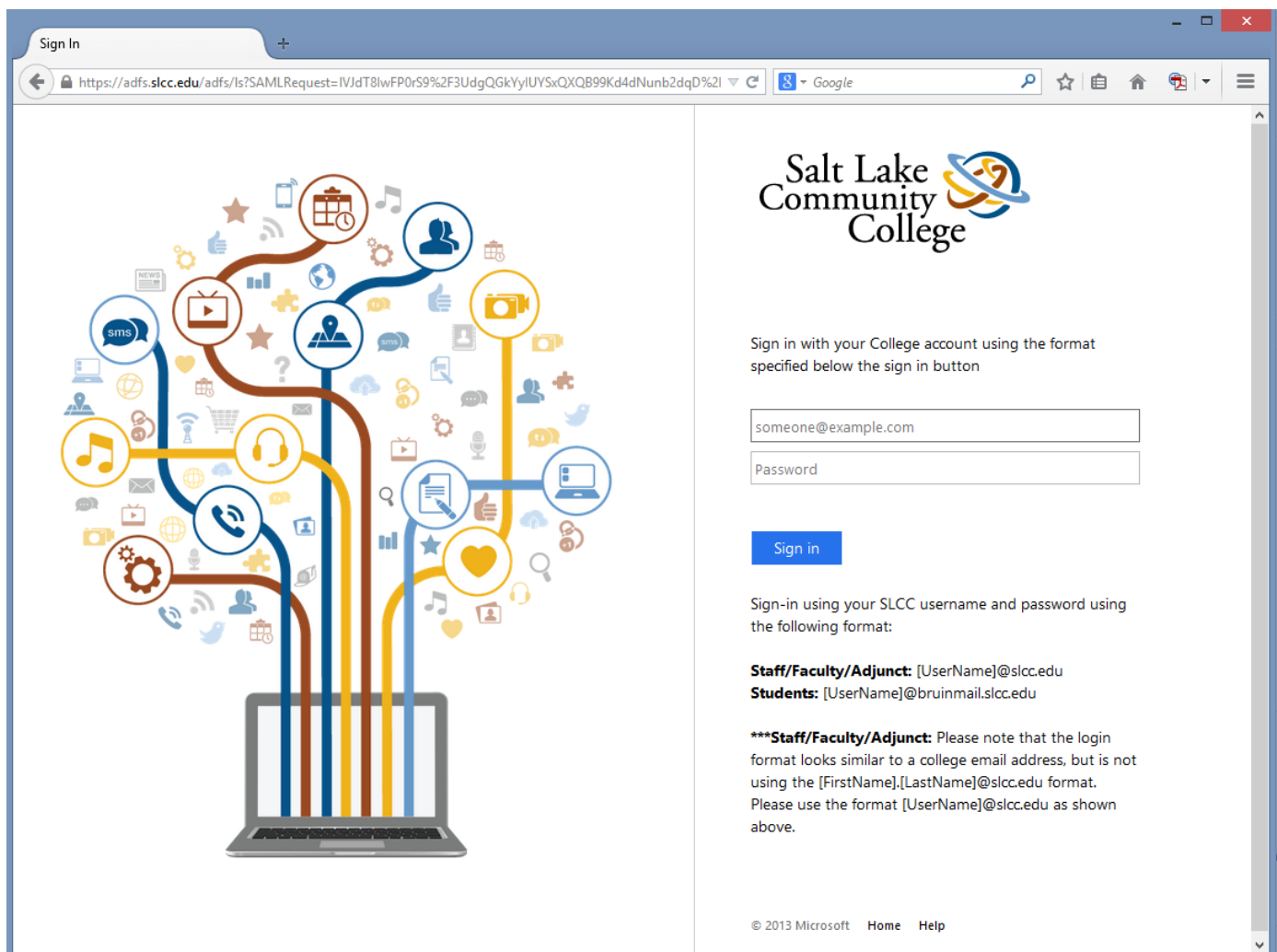
Students: [UserName]@bruinmail.slcc.edu

*****Staff/Faculty/Adjunct:** Please note that the login format looks similar to a college email address, but is not using the [FirstName].[LastName]@slcc.edu format. Please use the format [UserName]@slcc.edu as shown above.

Login

Live Chat

Figure 1- You Can also click the "Login" option on the top right of the site to log in at any time



Sign In

https://adfs.slcc.edu/adfs/ls?SAMLRequest=IVJdT8lwFP0rS9%2F3UdgQGkYylUY5xQXQB99Kd4dNunb2dqD%2I

Salt Lake Community College

Sign in with your College account using the format specified below the sign in button

someone@example.com

Password

Sign in

Sign-in using your SLCC username and password using the following format:

Staff/Faculty/Adjunct: [UserName]@slcc.edu
Students: [UserName]@bruinmail.slcc.edu

*****Staff/Faculty/Adjunct:** Please note that the login format looks similar to a college email address, but is not using the [FirstName].[LastName]@slcc.edu format. Please use the format [UserName]@slcc.edu as shown above.

© 2013 Microsoft Home Help

Figure 2-ADFS Federated Login Page

Requesting Technology Services

With the ServiceNow platform we treat requests differently from incidents (services vs issues).

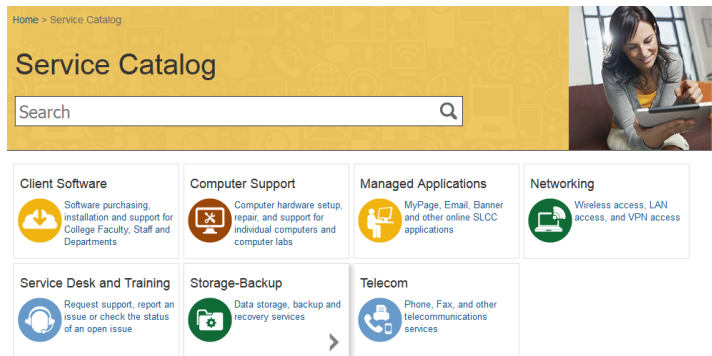


Figure 3- Service Catalog with high level categories

To initiate a request, click on “Request something”. There are options to see the entire Service Catalog, or to see a filtered view of the catalog depending on your role at SLCC (Staff, Faculty, Students). We will be continually adding to this section of the site as we add specific services to the site.

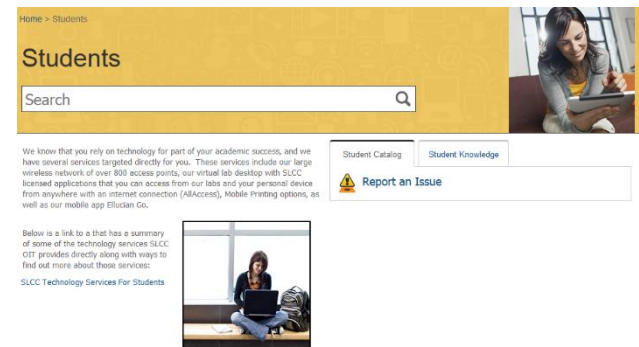


Figure 4- Filtered Student view of the Service Catalog

Service Request Forms and the Shopping Cart

Some services may have information about how you access existing services, while others will prompt you with a form to fill out to initiate a service request.

These are similar to an “order” form where you will fill out the needed information and then select “Order Now”.

Once you select the Shopping Cart, add any additional information and click “Select Order”

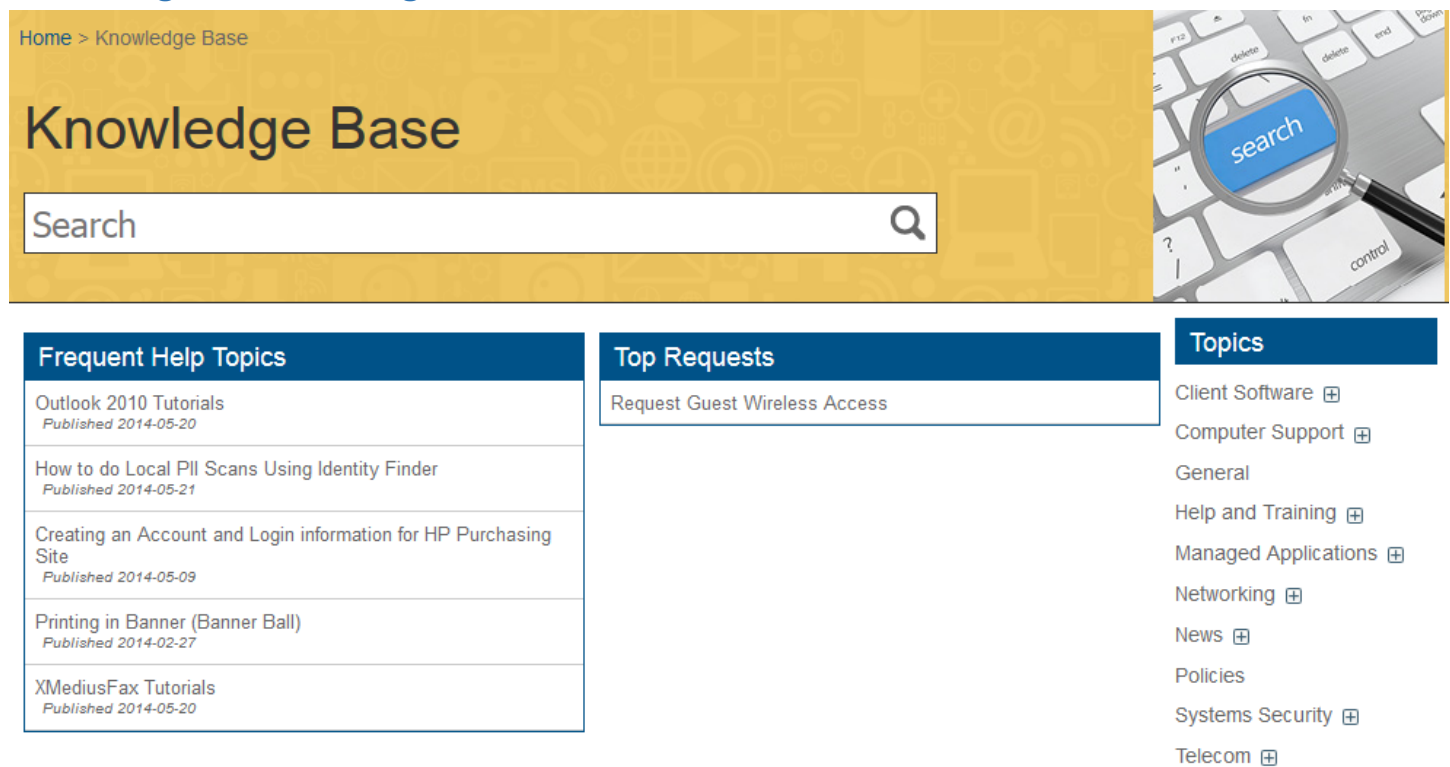
The screenshot shows a 'Shopping Cart' interface. At the top, it says 'Are the contents of your cart correct? Please double check the items and remove and edit where appropriate'. Below this is a table with columns: Item, Estimated Delivery Time, Price (ea.), Quantity, and Total. The table contains one item: 'Request Guest Wireless Access - Request guest wireless access to our network. Primarily for vendors, events, etc.' with an estimated delivery time of 5 Days, a price of 0.00, and a quantity of 1. The total is 0.00. Below the table, there is a 'Submit Order' button. At the bottom, there is a section for 'Special instructions' and 'Add attachment...'. The 'Requested for' field is set to 'Casey Moore'.

Figure 6- Shopping Cart Example

The screenshot shows a 'Required field' form for 'Request guest wireless access to our network. Primarily for vendors, events, etc.'. The form includes a large Wi-Fi icon and a text area for 'Please complete this form to request access to our wireless network. Ensure that all data is filled out as accurately as possible.' Below the text area, there are several sections: 'Requested By (SLCC Employee):' with a dropdown menu showing 'Casey Moore'; 'Guest User Information:' with fields for 'Group Name' and 'Guest Email Address (optional)'; 'Campus/Building:' with a dropdown menu; 'Wireless Lifetime:' with fields for 'Start Date' and 'End Date'; and 'Specify if you need a custom time range (Default time range is from 9-5pm):' with a text area. On the right side, there is a 'Order this Item' button and a table showing 'Estimated Delivery Time' as 5 Days and an 'Order Now' button.

Figure 5- Example Catalog Item Form (Guest Wireless Access)

Searching the Knowledge Base



Home > Knowledge Base

Knowledge Base

Search

Frequent Help Topics

- Outlook 2010 Tutorials
Published 2014-05-20
- How to do Local PII Scans Using Identity Finder
Published 2014-05-21
- Creating an Account and Login information for HP Purchasing Site
Published 2014-05-09
- Printing in Banner (Banner Ball)
Published 2014-02-27
- XMediusFax Tutorials
Published 2014-05-20

Top Requests

- Request Guest Wireless Access

Topics

- Client Software
- Computer Support
- General
- Help and Training
- Managed Applications
- Networking
- News
- Policies
- Systems Security
- Telecom

Figure 7- Knowledge Base Search

From the Knowledge base page you can search for or browse different articles and training on the OIT portal. To search, simply type the information you are looking for. To browse topics, you can either select from the frequent topics in the body of the page or select from the topics listed on the right side of the page. Clicking on the topic itself brings up all the items under the topic. Clicking the plus “+” sign next to the specific topic brings out any subtopics to you can use to filter items.

Once you select an article you can also select to print it, or provide feedback to help us improve the articles as well.



Feedback:

Submit Feedback

Permalink : https://slcc.service-now.com/help/kb_view.do?sysparm_article=KB0010008

Was this article helpful?
☒ Yes ☐ No

Not rated
★ ★ ★ ★ ★


There is also a “permalink” on the bottom of the page you can copy and use to share a specific knowledge article with others.

Creating a new incident

To create a new incident report, click on “Report an Issue”. This will bring up the incident request form. You can then fill out the form with information regarding the issue you are reporting.

= Required field

Complete this form to report an issue with a service



Thank you for contacting the service desk. Please describe the nature of your problem in the fields below. Upon receipt, the service desk will categorize and prioritize your problem at which time you will receive an automated email with the details of that update.

Open on behalf of this user ▼ More information If you are opening an incident on behalf of yourself, there's no need to change this since it should default to your user name. If you're opening an incident on behalf of another user though, you can fill in their user name here and the service organization will know to contact them directly for followup. <input type="text" value="Casey Moore"/> 	Impact ▼ More information A measure of the effect that the Incident is having on the business. Often equal to the extent to which agreed or expected levels of service may be distorted. Together with urgency, it is the major means of assigning priority for dealing with Incidents. <input type="text" value="2 - Medium"/> ▼
Alternate contact details ▼ More information If the caller has an alternate phone number or email address where they wish to be contacted, please enter it here. <input type="text" value="My Cell Phone 555-555-5555"/>	Previous incident? ▼ More information Does this relate to a previously-closed incident about the same (or similar) issue? <input type="text" value="No"/> ▼
Business service ▼ More information Select the service or application you have an issue with or request for <input type="text"/> 	
Short description ▶ More information <input type="text" value="Outlook is showing military time"/>	

☒ Collapse KB Search Results

[Outlook Showing Military Time](#)
[Cisco VoIP Telephone Tutorials](#)

Client Software > Business Software

Help and Training > OIT Web Page Content

Please describe your issue below

[▼ More information](#)

The more information you can provide here, the easier time the support organization will have in diagnosing and resolving your incident.

Important Points

- Clicking on the “More information” link near any field will show additional information about how to fill out a field as shown in the image.
- Knowledge Base articles and training information will appear below the “Short description” as you fill this in. Review any of these that may help fix your issue. Click on the “fixed my issue” button to help us track the value of specific articles
- You can click the plus “+” and minus “-” icons by the “Please describe your issue below” heading to increase/decrease the size of the input box.
- You can also attach documents and screenshots of your issue by selecting the paperclip icon on the top right of the form to attach the document(s) to your issue.

Business Service Field

This is not a mandatory field, however can help the IT department route your issue to the correct location and also assists in our planning for training or documentation for services requiring frequent assistance. If you don't fill in this form, someone from IT will complete it later. You can click on the magnifying glass next to this field and view possible data for this or search for the appropriate IT service to associate with your issue.

Checking the status of your Requests and Incidents

The screenshot shows the 'My Tickets' dashboard. At the top is a navigation bar with links: HOME, REQUEST SOMETHING, KNOWLEDGE BASE, REPORT AN ISSUE, MY TICKETS, CONTACT US, and SUPPORT PORTAL. Below the navigation bar is a header area with 'Home > My Tickets' and a 'Quick Search' box. The main content area is divided into four sections: 'Open Incidents', 'Closed Incidents', 'Open Requests', and 'Closed Requests'. Each section contains a list of tickets with their IDs, descriptions, and dates. For example, under 'Open Incidents', there is one incident: INC00400062 - Quick test of the new HTML email notifications, last updated 2014-05-14. Under 'Open Requests', there are three requests, all with the same description: 'Please use this form if a specific user has a need for additional Email and / or Network drive space.' The 'Closed Incidents' and 'Closed Requests' sections also show a list of tickets with similar details.

By clicking on the “My Tickets” link you’ll be taken to a page with information on both your open and closed Incidents and Requests. From here, you can check on the status of your request and also update the ticket with additional or new information that you may have to help resolve your problem.

Updating, Closing or Reopening Existing Incidents or Requests

To update an incident or request, click on the link to the desired item. From this form you can:

- View any comments in the activity feed.
- Add new comments to the “Additional Comments” field.
- You can also update existing cases by replying to any of the emails associated with that issue.
- Add additional attachments or screenshots using the paperclip icon in the top right of the form
- Add someone else to the “Watch List” if you would like them to receive email updates about a particular request
- Clicking “Save” will save any updates you’ve added.
- “Submit” performs a “Save and Close” operation.
- “Accept” (close) an incident
- “Reopen” a particular incident

The screenshot shows the incident detail form for INC00401337. The form has a header bar with buttons: Save, Submit, Accept Solution, and Reopen Incident. The main form area is divided into several sections. The 'Incident' section contains fields for Number (INC00401337), Requested for (Unknown User), Watch list (a list of users), Short description (Orientation Not Working), and Additional comments. The 'Activity' section shows a list of activity items, including a comment from Gus Calder dated 2014-06-24 09:56:34, which states: 'Transferred to 4868 for refund, may not have been fully setup. Orientation Video should be repaired later today. Resolved: 2014-06-24 09:56:34. Resolved by: Gus Calder. State: Resolved was: Assigned. Substate: Solved (Permanently)'. The 'Incident' section also includes a 'Watch list' field with a list of users and a 'Short description' field with the text 'Orientation Not Working'.

Using the live Chat Function

During normal help desk business hours you can start a chat session with a help desk technician to try and resolve your request. At the top of the OIT portal, you'll see one of the two below icons:



If the "Live Chat" icon is available, you can click it to start a chat session. You can then type your initial question to actually start the chat and you will be given your position in the queue.

Service Desk Chat - Casey Moore

Tuesday, June 24 2014

Service Desk Chat: How can I help you?

12:04

Casey Moore: I need some help fixing an issue

12:05

Service Desk Chat: Thank you for contacting support. I am looking into your question now and will be with you shortly.

12:05

You are currently in position 1 in the queue. Your approximate wait time is 42 Seconds.

Using the Chat Window

You can then work with the technician to help solve your issue. If the technician cannot solve your issue, they will be able to copy the text of the chat into a new incident request for you.

Chat Window Preferences

You can also click on the gear icon in the bottom left of the chat window. You can then select any preferences and select "update" to save your changes.

Chat Window Preferences

The following chat window preferences will be applied to all newly created windows. Existing windows will not be affected.

Audio

Enable chat audio notifications:

One-to-One Windows

Show timestamps for new one-to-one windows:

Show members for new one-to-one windows:

Chat Room Windows

Show timestamps for new chat room windows:

Show members for new chat room windows:

Update