



FRESHSERVICE

New ticketing system of the IT Helpdesk

Instruction manual



NAZARBAYEV
UNIVERSITY

March 2022

How to login

In the address bar of your Internet browser type in
<https://helpdesk.nu.edu.kz/>

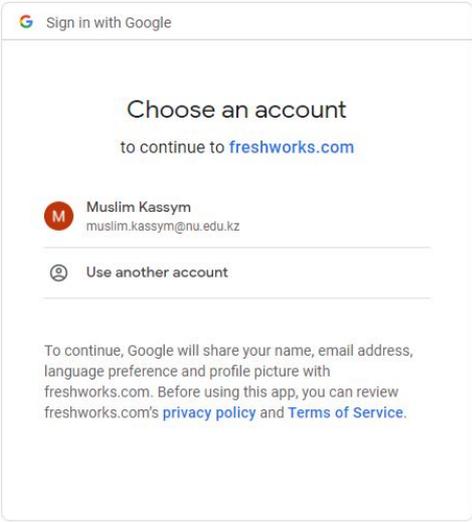
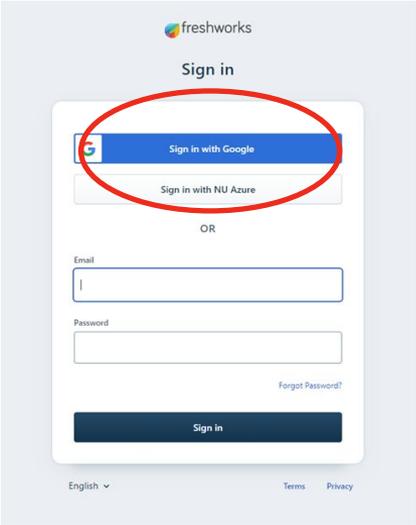
On the top right corner click on *LOGIN* button

The system will offer you to sign in using your Google account

Choose your NU account and enter password

You have successfully registered in the ticketing system

How to login



Service Request vs Incident

Dear User, please note that there is a difference between Service Request and Incident.

Service Requests are needs or wishes for changes or improvements within the Service Catalog, while Incidents require immediate resolution because your work is blocked.

For a SERVICE REQUEST – choose NEW REQUEST



New Request

Raise a request for a New Device, Software or Service

examples:

- Ordering upgraded hardware
- Requesting an account for a new user
- Moving a telephone extension
- Creating an email group
- Requesting access to a network folder

For INCIDENT – choose REPORT AN ISSUE



Report an issue

Please report your Incident

examples:

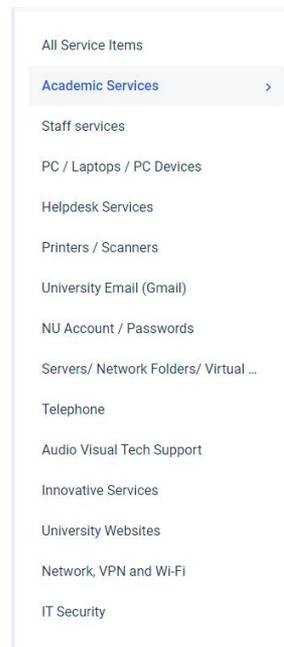
- The user's mouse is broken
- The user is having a problem with their email
- A PC device won't start
- A hardware failed, such as a single RAID disk failure or fan going out on a server

SERVICE REQUEST

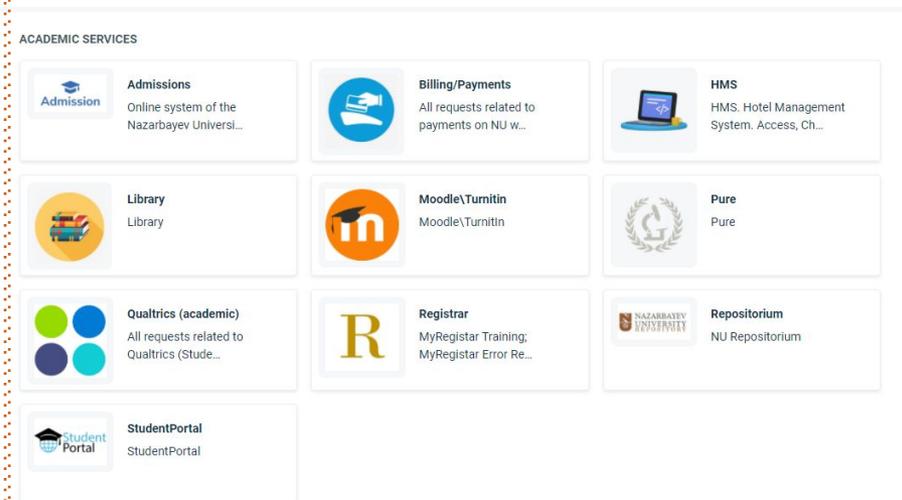
Creating a service request

- When you clicked on NEW ITEM you will get a SERVICE CATALOG
- The Service Catalogue is grouped for your convenience
- Choose the required SERVICE ITEM and fill in all required fields

This column is the list of Services categories



These are the SERVICE ITEMS



SERVICE REQUEST

Creating a service request

- When you have chosen the required SERVICE ITEM please fill in all information (* please note that as informative the request – the quicker IT will start processing the service)

In the example at the right you can see that the following information is required:

- ❖ Location – Campus block and Office/room number
- ❖ Mobile phone number (to contact you)
- ❖ Description/Justification - please provide all the details of your request.

- Once you are done filling in all information – simply click on PLACE REQUEST button and you request will be automatically sent to the IT Department

Place Request

☰  Nazarbayev University IT Helpdesk

Home > Request New Service > PC / Laptops / PC Devices > PC Relocation



PC Relocation

PC relocation

[Read more](#)

Mobile phone number

Please specify the location of your work computer by choosing the block and indicating your office number:

Choose your NU campus block*

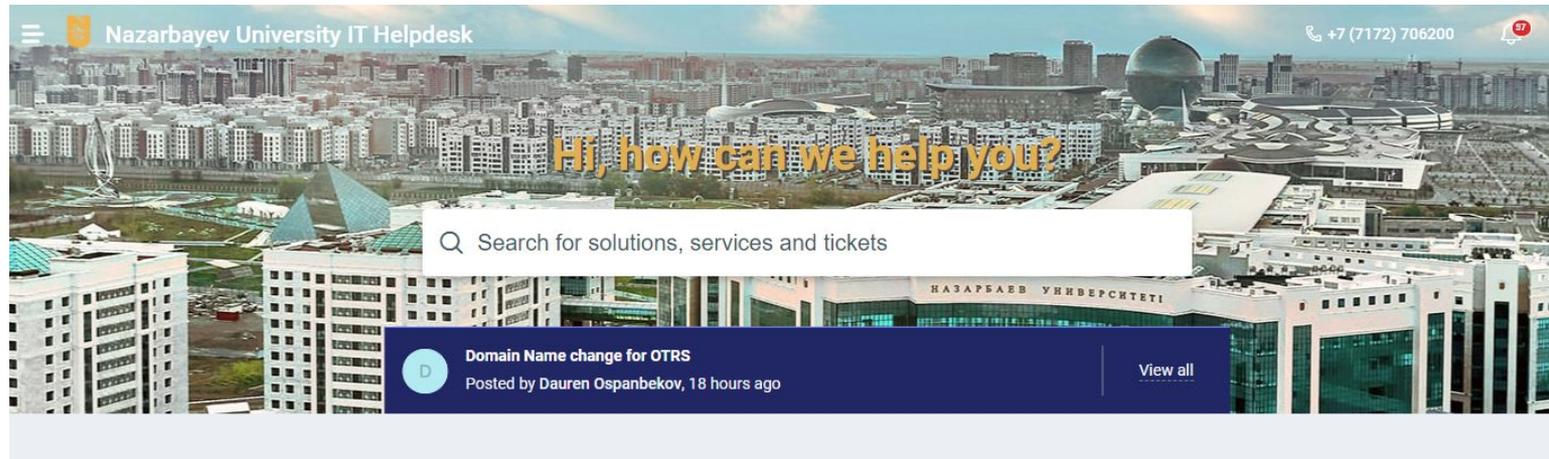
Office/Room number *

Description/Justification *

 Attach a file (File size < 25 MB)

SEARCH

Search bar



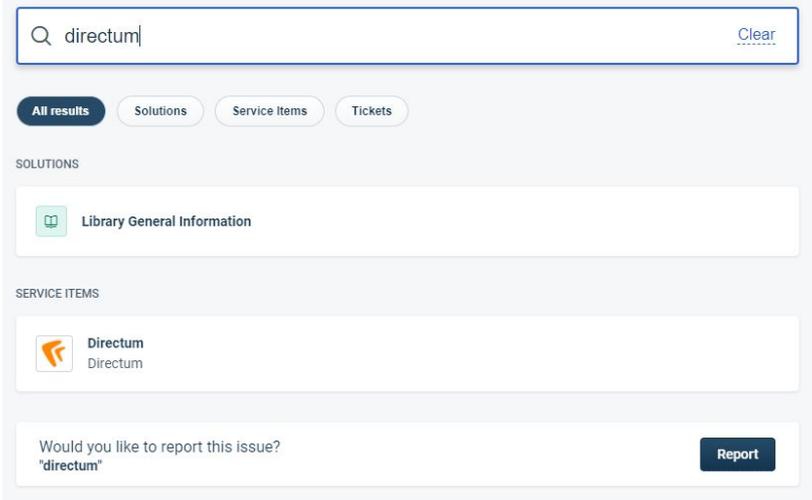
- ❖ There is a SEARCH bar on the main page of the system to help users to find required services and articles in the knowledge base
- ❖ Users can type in any keyword related to their question in the search field

NB: IT Department is continuously working on optimization and improvement of the search function

SEARCH

Example

- ❖ The word “Directum” was typed in to the search bar
- ❖ The system found
 - one article in the knowledge base (users can read and resolve their issues themselves)
 - one Service Item (users can create a Service Request ticket)
 - The system also offers to “report an issue” (users can create an Incident ticket)



The screenshot shows a search interface with a search bar containing the text "directum" and a "Clear" button. Below the search bar are four tabs: "All results" (selected), "Solutions", "Service Items", and "Tickets". Under the "Solutions" section, there is a result titled "Library General Information" with a book icon. Under the "Service Items" section, there is a result titled "Directum" with a Directum logo icon. At the bottom, there is a prompt: "Would you like to report this issue? 'directum'" and a "Report" button.

If you have any questions please contact
IT Helpdesk on +7 717 270 6200