# FRESHSERVICE New ticketing system of the IT Helpdesk

Instruction manual



March 2022

# How to login





# How to login









#### NU IT HELPDESK 4

## 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.





# 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

vices categories	These are the SERVICE ITEMS				
All Service Items	ACADEMIC SERV	ICES			
Academic Services >	Admission	Admissions	Billing/Payments		HMS
Staff services		Nazarbayev Universi	payments on NU w	<u> </u>	System. Access, Ch
PC / Laptops / PC Devices	1				
Helpdesk Services	=	Library Library	Moodle\Turnitin Moodle\Turnitin	W.C.Y	Pure Pure
Printers / Scanners			W	Alle	
University Email (Gmail)					l neoronae e n
NU Account / Passwords		All requests related to	Registrar MyRegistar Training;	NAZARBAYEV UNIVERSITY	NU Repositorium
Servers/ Network Folders/ Virtual		Quartics (Stude	MyRegistal Error Re		
Telephone		StudentPortal			
Audio Visual Tech Support	Portal	StudentPortal			
Innovative Services	<u></u>				
University Websites					
Network, VPN and Wi-Fi					
IT Security					



# 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



👸 Nazarbayev University IT Helpdesk

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



#### PC Relocation

PC relocation Read more

Mobile phone number

+71234445687

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 \*

132

5e

Description/Justification\*

Please relocate PC NLT0124578 and monitor NLT0321654 from office 5e132 to the office 5e133

Attach a file (File size < 25 MB)</p>



#### NU IT HELPDESK

# **INCIDENT REQUEST**

### **Reporting an issue**

- When you clicked on REPORT AN ISSUE the following window will appear (example on the right \*
- SELECT A REQUESTER your email address is automatically included. In case you are filling in \* the incident ticket on someone's behalf - please fill his/her email address (automatic notification will be delivered to this address)
- SUBJECT short description of the problem \*
- MOBILE PHONE NUMBER requester's phone number to be contacted by IT if/when addition \* information is required
- PC/LAPTOP ASSET NUMBER the asset number of NU equipment (the number on the device ۵ with a barcode)
- CHOOSE NU CAMPUS BLOCK choose the location of the equipment from the drop-down list \*
- OFFICE/ROOM NUMBER fill in the room/office number \*
- DESCRIPTION please fill in full description of the problem/issue ۵
- ATTACHEMENTS you can attach a screenshot of the error message ۵
- IMPACT OF THE ISSUE choose the impact of the issue(if it affects only you, your Department \* all University)
- URGENCY OF THE ISSUE please choose how this issue affects your work \*
- CATEGORY and SUB-CATEGORY Choose the category of the issue where it belongs to. \* Choosing the category will help with quicker resolution of your issue
- Ther hit SUBMIT button, and your request will be automatically delivered to the IT Department \*

#### Report an Issue

Sub-Category\* PC Windows & Apps Issues

Bubject*   Remote connection to PC     Mobile phone number*   +71235554646   PCLuptop asset number   NLT402156   Choose your NU campus block:*   5e   5e   Office/Room number*   132   Description*   B   i   U   IE   Y   Please check my PC located in the office 5e 132 as I cannot connect to it remotely and Remote Desktop Connection is working   Parameters (1) -Attach a file (File size < 25 MB)   Impact of the issue   It is affecting Me   Attachments (1) -Attach a file (File size < 25 MB)   Impact of the issue   All main functions do not work. 1   Choosing the category will help with quicker resolution of your issue	mus	im.kassym@gmail.com
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### 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





### 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)

Q directum	Clear
All results Solutions Service Items Tickets	
SOLUTIONS	
Library General Information	
SERVICE ITEMS	
<b>Directum</b> Directum	
Would you like to report this issue? "directum"	Report

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

