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Purpose
This training material highlights the new ticket system, and how to manage, create, and understand reports and dashboards in the BMC Remedyforce.

Audience
This training material is designed for University staff that will be utilizing the AskTom knowledge base in BMC Remedyforce.
Using the AskTom Knowledge Base

AskTom is now part of the BMC Remedyforce Self Service, a browser based incident management system, which enables users to access the system from any computer or mobile device.

*Please note that different fields or sections in the system may require your browser to allow pop-ups from Remedyforce.*

1. Log into the System

- Browse to the [Service Desk Website](#).

- Login with your **UUID** and **password**. *(The UUID and password is the same one you use for myMemphis Portal and all other campus resources.)*

- Once logged in, you will be taken to the **Self-Service** tab.
1. Viewing AskTom Articles

Click on the View AskTom Articles tile, located under the Home tab on the left portion of the screen.
2. Next type your question in the text field located directly under the umService Desk logo. Once you have entered your question or phrase, click Enter or Return on your keyboard.

3. Once you have clicked search, the database will retrieve any Service Requests and AskTom Articles that may pertain to key words in your search. The Service request template that relates to your search will appear in the panel to the right. Note: The selected result will be in black text. Select AskTom Articles.
4. Click on the article you want to view.

5. The AskTom Article will appear in a window. You can (A) print the article, (B) select a rating for the article, (C) state whether the article met your needs by choosing the radial button for Yes or No, (D) Click Submit to submit your response.
Asking AskTom a Question

To ask a new question, click on Common Service Requests located to the right side of the Self Service landing page. There will be a list of Common Service Requests and Popular AskTom Articles.

1. Click on AskTom Question from the list in the window.
2. (A) Type your question in the provided field. Select (B) Impact, (C) Urgency, (D) provide Call Back Number, and (E) Add Attachment if you think is necessary (F) When you have completed asking the question, click Submit.

Once you have submitted your question you will receive this message:

When the question is submitted, it will be added to a service desk ticket and the answer emailed to you.
Using AskTom Chat

1. To begin using chat, click on the AskTom Chat tab located at the bottom right corner of the window.
2. Next, you will see the chat window. Type your question or describe your issue in the text field, then click **Start Chat** to begin a chat session with a member of the service desk.

![AskTom Chat](image1)

*Note: If no one is available to chat, you will receive this message:*

![AskTom Chat](image2)
3. Once you have started the chat session, the next window to appear will be a response from a Service Desk representative. If you would like to attach a screen shot of your technical issue, you may do so by clicking on the paperclip icon located at the bottom right of the chat window.

Next, you will be greeted by a service desk representative.
4. Once you are satisfied that the chat session is complete, close the chat by clicking on the X in the upper right hand corner of the chat window. When you close the chat you will get the following window:

![Close window](image)

If you want to continue with the chat, click **No**; if you are ready to finish and complete the chat, click **Yes**. When the chat session closes, your chat transcript will be added to a service desk ticket and emailed to you.
Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link Request Help or Services.
  - Choose Request Help or Services.

Call the ITS Service Desk (901-678-8888) on a 24x7 basis (Excluding Some Holidays)

- Call the Service Desk for immediate assistance with login problems or issues with using the Service Desk Request Form.

Email umTech

- Email at umtech@memphis.edu (Using this email will automatically generate a help desk ticket). Please keep your Service Desk ticket number for faster assistance.

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation