Using Self-Service

The university community that does not manage tickets will see the self-service landing page when logging into the service desk ticketing system.

A) **Search** - The search feature allows you to search for templates and AskTom articles.

B) **Request a Service** - Is used to request a service. A *Service Request* is a request from a user for information, or for access to an IT service. (For example, to reset a password or to provide standard IT services for a new user.)

C) **AskTom Articles** - Access to the knowledge base for articles.

D) **Request TigerLan Supplies** - To request toner or paper for a TAF Lab.

E) **Reporting an Emergency Outage** - To report an emergency outage (For example, the network or power is out in a lab.)

F) You can get to the Remedyforce Console by clicking on the **Staff Console**.
G) **View in My Activity** - To view the status of the tickets and service requests that have been submitted in your name.

H) **Common Service Requests** - This panel displays the most common service requests.

I) **Popular AskTom Articles** - This panel displays the most commonly asked AskTom articles.