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.