TOPdesk Self-Service

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Purpose
This training material highlights how to enter incident and service requests in the Self-Service TOPdesk ticket system.

Audience
University of Memphis staff entering incident and service requests in the Self-Service TOPdesk ticket system.
Getting Started

Logging into the System
1. Browse to the Service Desk ticketing Website, choose Use Self-Service Portal. Click Login.

2. Login with your UUID and password. *(The UUID and password is the same one you use for myMemphis Portal and all other campus resources.)* Authenticate with DUO.
The opening screen is your personal TOPdesk workspace.
Basic Layout:
The key parts of the standard TOPdesk workspace are as shown below:

The areas/items labeled in the picture (default layout) are:

A. **Search Bar** - From here you can search the knowledge base.
B. **My Incidents** - Clicking on this tile will give you a list of your incidents, and requests.
C. **AskTom** - Search the knowledge base for answers in our knowledge base to your questions.
D. **Ticket categories** - Choose from various categories to request help.
E. **Other Requests** - Requests not available from the other tile categories.
F. **Broad Service Disruption** - Here you can look to see if there are outages affected people or systems.
G. **News** - Messages about planned maintenances at the UofM.
H. **Log out button** - Allows you to log out of system.
Entering a Service Request using Self-Service

1. From the home page select a tile that pertains to your service request. In this example we will select Accounts and Access.

2. From the list of available options, choose the appropriate tile. In this example Request Sponsored Account is selected.
3. **A)** An explanation of what a sponsored account is and a description of each type of sponsored account is on the left side. **B)** On the right side is a list of the service request forms required.

4. **A)** Fill out the required fields, then **B)** click Submit. *Note: If you would like to add an attachment click Attach File.*
5. An email will be sent to you verifying that the ticket has been submitted and that the incident is registered.

Logging Out of System
To log out click on Log Out in the upper right-hand corner of screen.
Search Bar
Typing into the search bar searches the knowledge base for answers to your question. As you type, the system automatically searches for answers that have the same word in the solution. In this example, a search for “password” has been entered and the system is showing the results it found.

When you click on the Search Button, A) templates for entering a service request will be shown followed by B) a listing AskTom articles, then C) A listing of incidents you have entered on the same topic.
When you click on the Service Request template. In this example, “How do I change my UofM password?”, is selected.

To the left, you will see answers to your question based on AskTom knowledge base articles. To the right, you will see the option to use a Template to submit a Service Request.

Enter A) an alternate phone number if desired, then B) click Submit.
You will receive a message verification with your service request number. Click, **Go to Home Page** to return to Self-Service home page.

An email will also be sent to you with link to your service request.
My Incidents
To view your incidents click on the My Incidents tile on the Self-Service home page.

You will see a list of your requests.
To return to the Self-Service home screen, click Home.
To see your open requests, click Open. To see closed, click Closed. To see all of the requests, click All.
AskTom
1. Click on the AskTom tile to search the knowledge base for Articles.

At the top of the work area, you will see “Top 10 Most Viewed Items” (AskTom articles).

Below and to the left of the Top 10 Most Viewed Items are the AskTom Categories.
2. You can search each category or A) type a question for AskTom. B) When a question is typed, the AskTom Articles will appear as a list in the window and will be available from C) the clickable link(s) to the right. Click on the article to view the AskTom answer.

Click on the AskTom knowledge base article to view full answer.
At the bottom of the AskTom answer is the question, “Was this information useful to you?” You can answer Yes or No.

Once you have clicked Yes or No, a message will appear thanking you for your feedback.

To return to the home screen, click the Home link.

**Asking AskTom a question**
1. To ask Tom a question that is not answered in Knowledge base, click AskTom a question.
2. Click on AskTOM a question.

3. Write a brief description in the space provided and write your question in the block. When you are finished, click Submit.

4. Your question will be assigned an incident number and a confirmation email will be sent to you. Click Go to Home Page to return to the self-service home page.
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) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

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