



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.

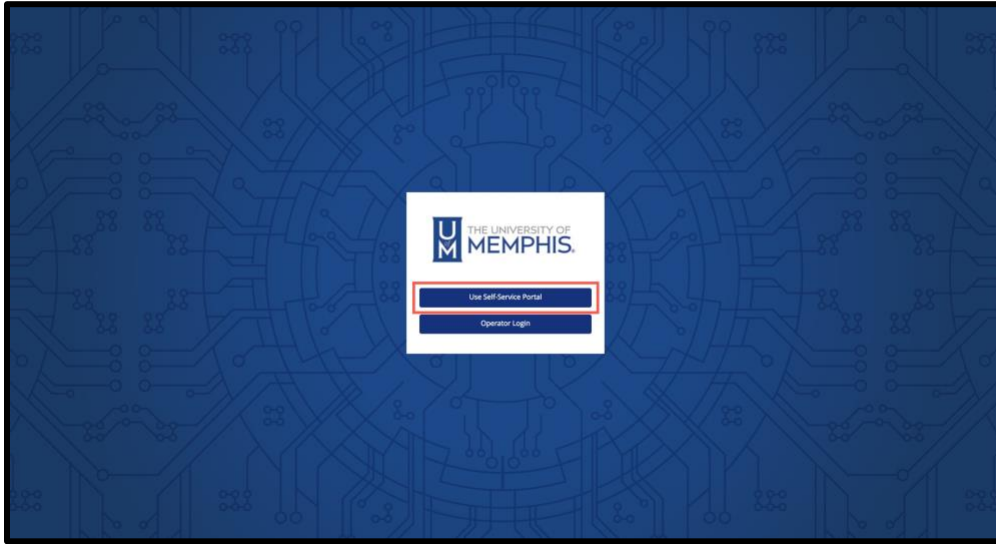
Audience

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

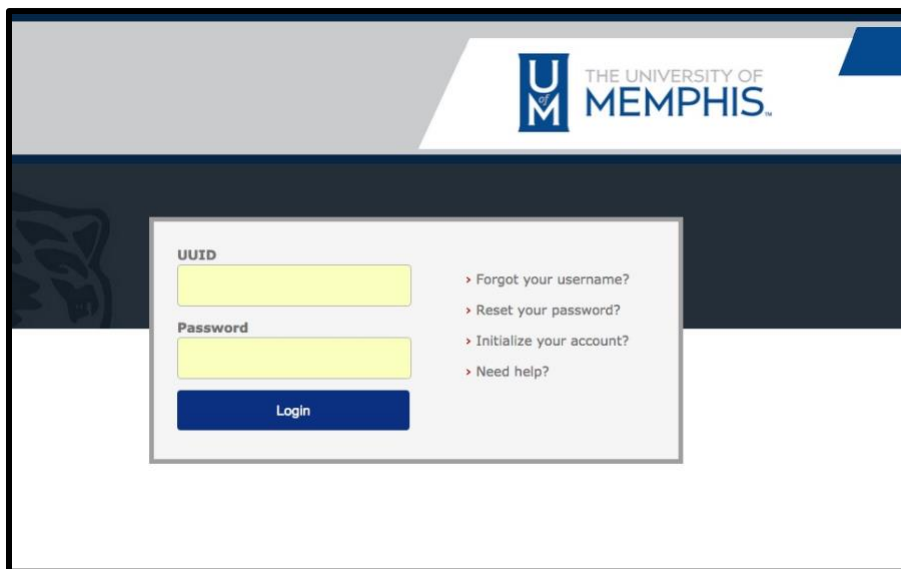
Getting Started

Logging into the System

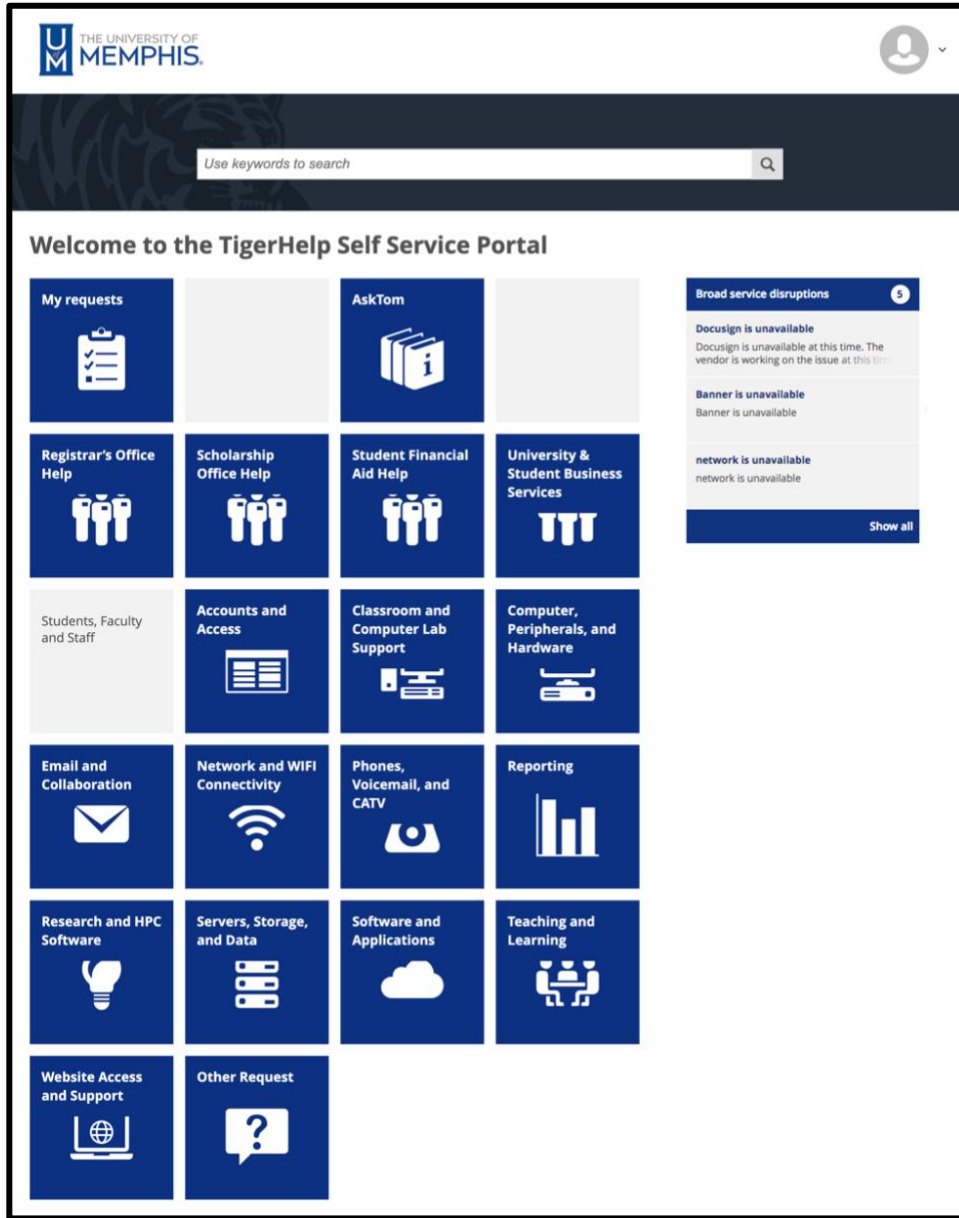
1. Browse to [the Service Desk ticketing Website](#), choose **Use Self-Service Portal**.
Click **Login**.



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**.

A screenshot of the login form on the University of Memphis Service Desk website. The form is white and centered on a dark blue background. It features the University of Memphis logo at the top right. Below the logo, there are two input fields: 'UUID' and 'Password', both highlighted in yellow. To the right of the input fields, there are four links: '> Forgot your username?', '> Reset your password?', '> Initialize your account?', and '> Need help?'. At the bottom of the form is a blue 'Login' button.

The opening screen is your personal TOPdesk workspace.
Note: Tiles may differ than image below slightly.



Basic Layout:

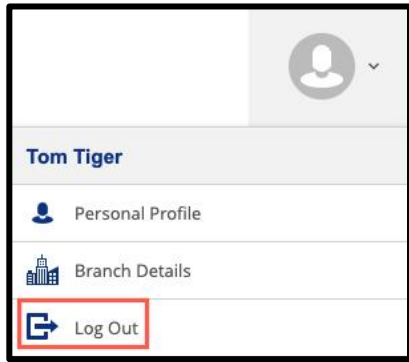
The key parts of the standard TOPdesk workspace are as shown below:



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

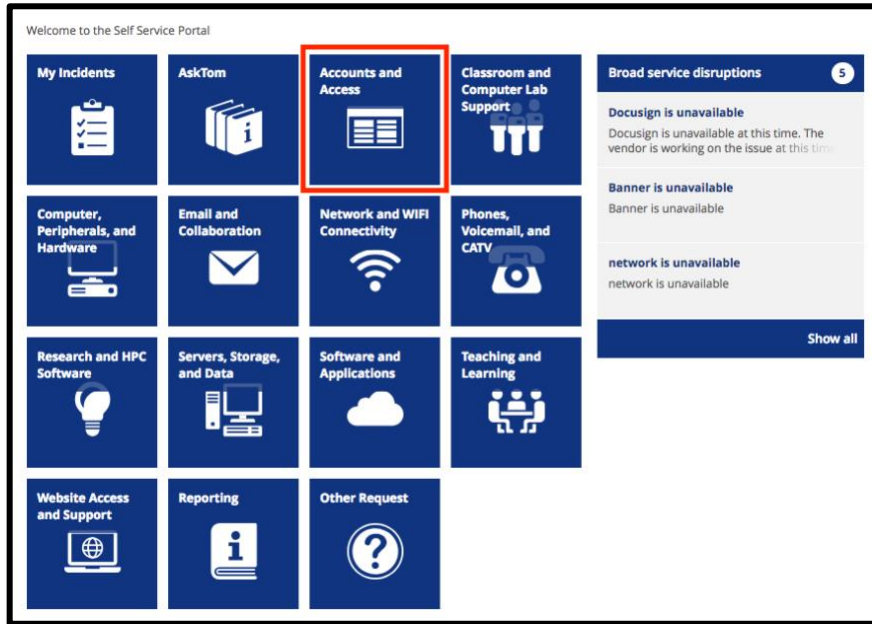
- A. **Search Bar** - From here you can search the knowledge base.
- B. **My Requests** - Clicking on this tile will give you a list of your incidents, and requests.
- C. **AskTom** - Search the knowledge base for answers in our knowledge base to your questions.
- D. **Student-specific related ticket categories** - Choose from various categories to request help (Registrar, Scholarship Office, Financial Aid, and University Student Business Services).
- E. **Requests** - Requests available from the tile categories for students, faculty, and staff.

- 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 drop-down button** - Allows you to log out of system.

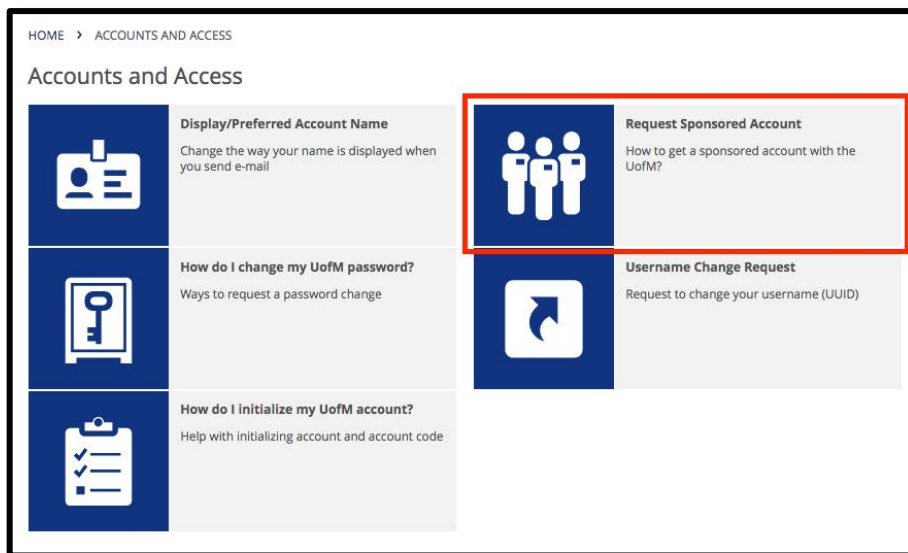


Entering a Service Request using Self-Service

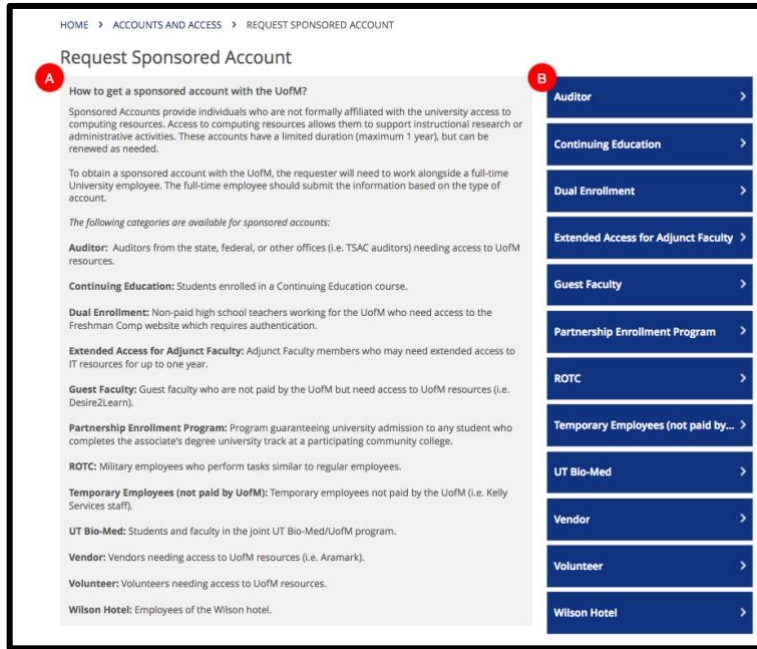
1. From the home page select a tile that pertains to your service request. In this example we will select **Accounts and Access**.



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.



HOME > ACCOUNTS AND ACCESS > REQUEST SPONSORED ACCOUNT

Request Sponsored Account

A How to get a sponsored account with the UofM?

Sponsored Accounts provide individuals who are not formally affiliated with the university access to computing resources. Access to computing resources allows them to support instructional research or administrative activities. These accounts have a limited duration (maximum 1 year), but can be renewed as needed.

To obtain a sponsored account with the UofM, the requester will need to work alongside a full-time University employee. The full-time employee should submit the information based on the type of account.

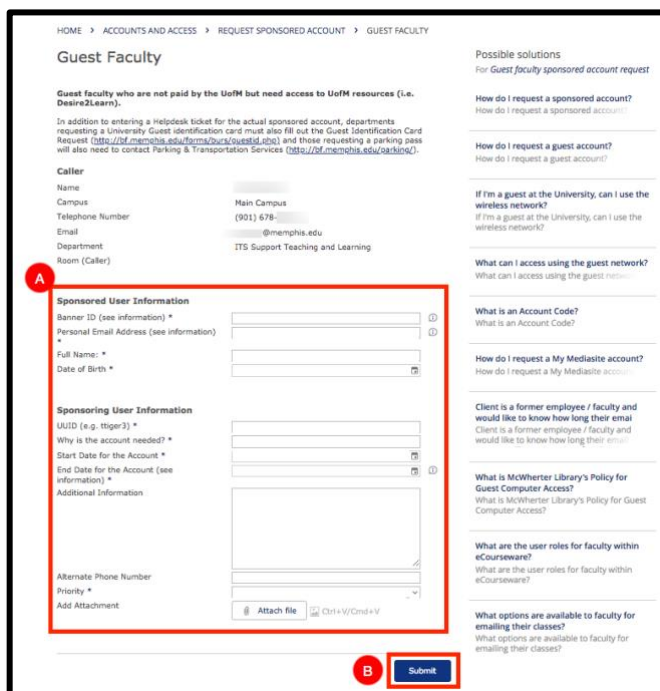
The following categories are available for sponsored accounts:

- Auditor:** Auditors from the state, federal, or other offices (i.e. TSAC auditors) needing access to UofM resources.
- Continuing Education:** Students enrolled in a Continuing Education course.
- Dual Enrollment:** Non-paid high school teachers working for the UofM who need access to the Freshman Comp website which requires authentication.
- Extended Access for Adjunct Faculty:** Adjunct Faculty members who may need extended access to IT resources for up to one year.
- Guest Faculty:** Guest faculty who are not paid by the UofM but need access to UofM resources (i.e. Desire2Learn).
- Partnership Enrollment Program:** Program guaranteeing university admission to any student who completes the associate's degree university track at a participating community college.
- ROTC:** Military employees who perform tasks similar to regular employees.
- Temporary Employees (not paid by UofM):** Temporary employees not paid by the UofM (i.e. Kelly Services staff).
- UT Bio-Med:** Students and faculty in the joint UT Bio-Med/UofM program.
- Vendor:** Vendors needing access to UofM resources (i.e. Aramark).
- Volunteer:** Volunteers needing access to UofM resources.
- Wilson Hotel:** Employees of the Wilson hotel.

B

- Auditor >
- Continuing Education >
- Dual Enrollment >
- Extended Access for Adjunct Faculty >
- Guest Faculty >
- Partnership Enrollment Program >
- ROTC >
- Temporary Employees (not paid by... >
- UT Bio-Med >
- Vendor >
- Volunteer >
- Wilson Hotel >

4. **A)** Fill out the required fields, then **B)** click Submit. *Note: If you would like to add an attachment click Attach File.*



HOME > ACCOUNTS AND ACCESS > REQUEST SPONSORED ACCOUNT > GUEST FACULTY

Guest Faculty

Guest faculty who are not paid by the UofM but need access to UofM resources (i.e. Desire2Learn).

In addition to entering a Helpdesk ticket for the actual sponsored account, departments requesting a University Guest identification card must also fill out the Guest Identification Card Request (<http://itf.memphis.edu/forms/GuestIDCard>) and those requesting a parking pass will also need to contact Parking & Transportation Services (<http://itf.memphis.edu/ptk/tpsc/>).

Caller

Name: [Redacted]
 Campus: Main Campus
 Telephone Number: (901) 678-[Redacted]
 Email: [Redacted]@memphis.edu
 Department: ITS Support Teaching and Learning
 Room (Caller): [Redacted]

A

Sponsored User Information

Banner ID (see information) *

Personal Email Address (see information) *

Full Name *

Date of Birth *

Sponsoring User Information

UIDID (e.g. tiger-3) *

Why is the account needed? *

Start Date for the Account *

End Date for the Account (see information) *

Additional Information

Alternate Phone Number

Priority *

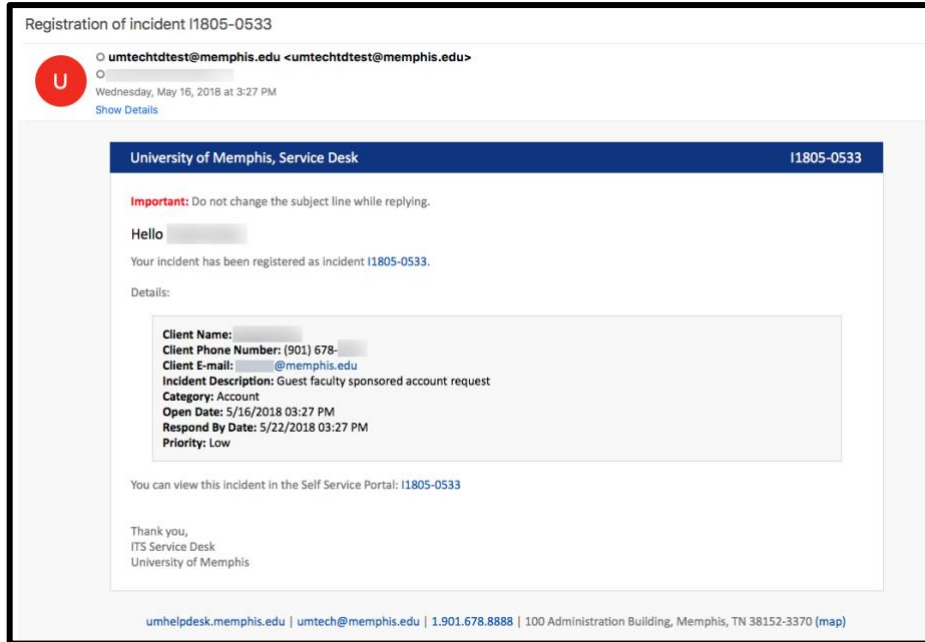
Add Attachment Ctrl+V/Cmd+V

B

Possible solutions
For Guest faculty sponsored account request

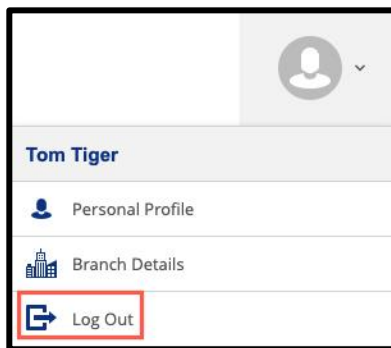
- How do I request a sponsored account?
How do I request a sponsored account?
- How do I request a guest account?
How do I request a guest account?
- If I'm a guest at the University, can I use the wireless network?
If I'm a guest at the University, can I use the wireless network?
- What can I access using the guest network?
What can I access using the guest network?
- What is an Account Code?
What is an Account Code?
- How do I request a My Mediasite account?
How do I request a My Mediasite account?
- Client is a former employee / faculty and would like to know how long their email
Client is a former employee / faculty and would like to know how long their email
- What is McWhorter Library's Policy for Guest Computer Access?
What is McWhorter Library's Policy for Guest Computer Access?
- What are the user roles for faculty within eCourseware?
What are the user roles for faculty within eCourseware?
- What options are available to faculty for emailing their classes?
What options are available to faculty for emailing their classes?

5. An email will be sent to you verifying that the ticket has been submitted and that the incident is registered.



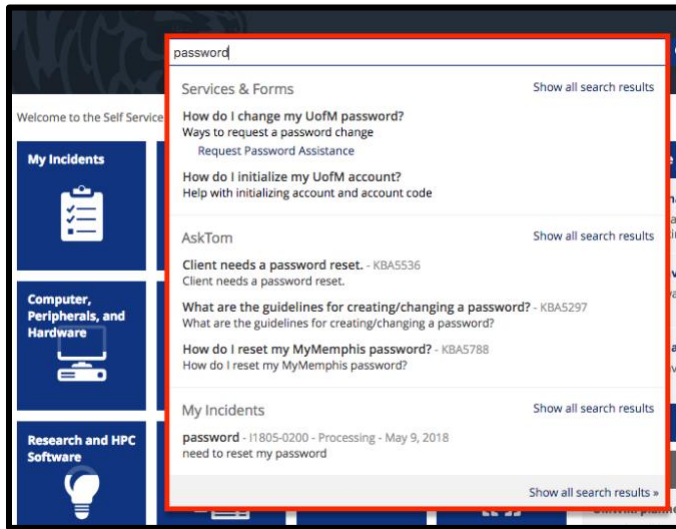
Logging Out of System


To log out click on the drop-down Log Out in the upper right-hand corner of screen.

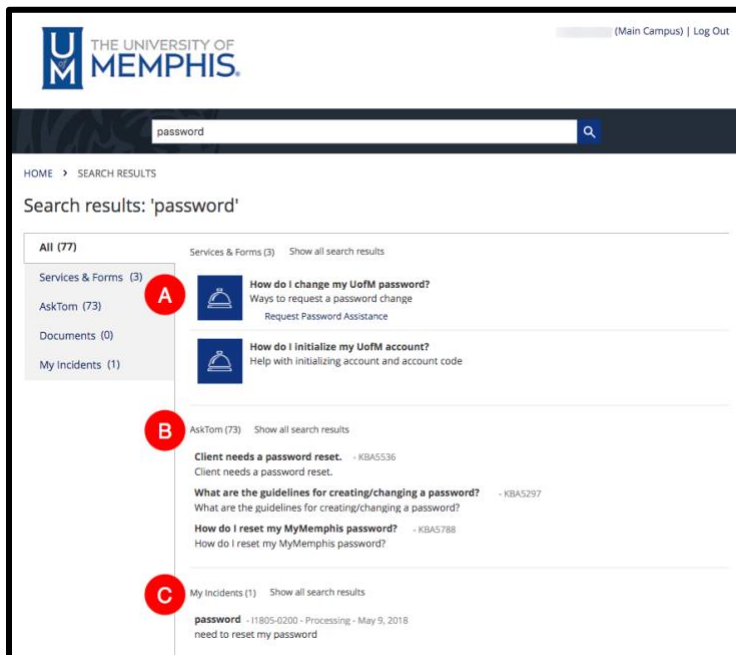


Search Bar

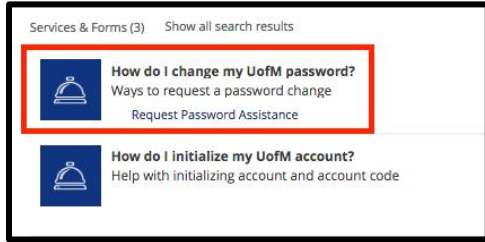
Typing into the search bar searches the knowledge base for answers to your question. As you type, the system automatically searches for answers that have the same word in the solution. In this example, a search for “password” has been entered and the system is showing the results it found.



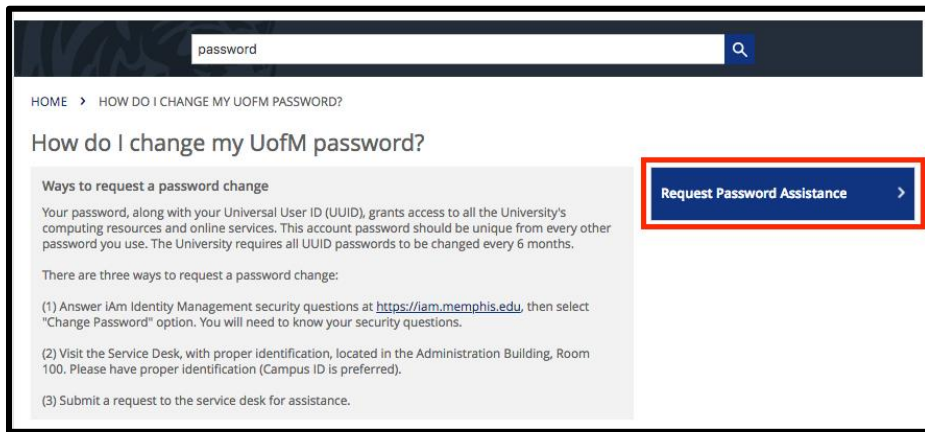
When you click on the Search Button , A) templates for entering a service request will be shown followed by B) a listing AskTom articles, then C) A listing of incidents you have entered on the same topic.



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.



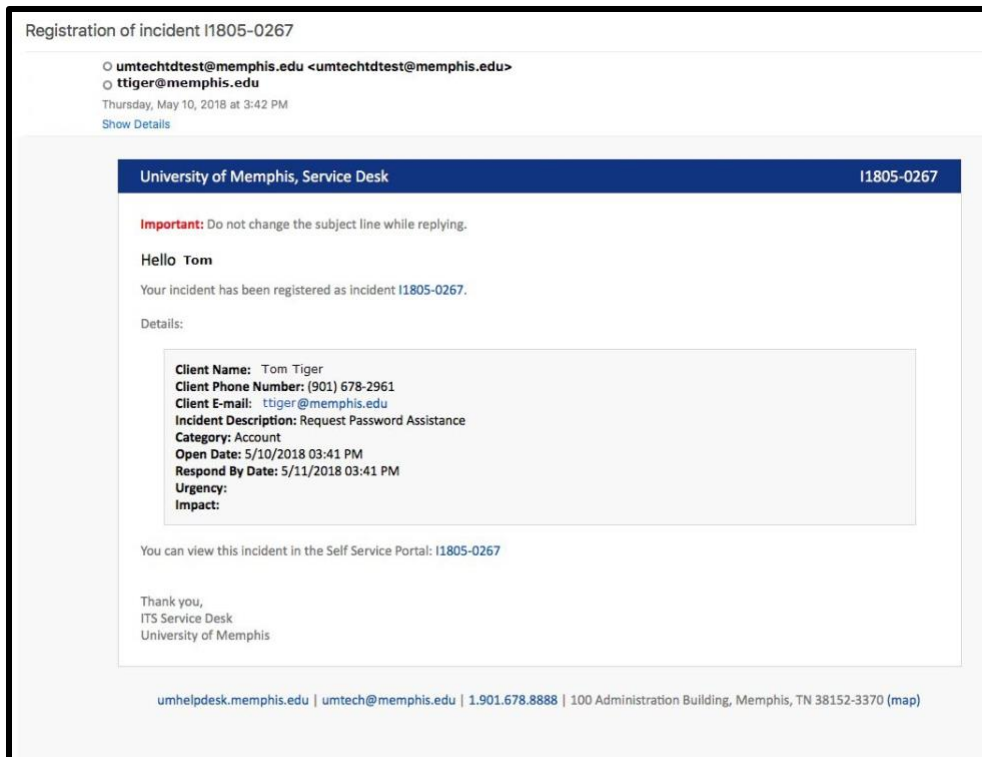
Enter **A)** an alternate phone number if desired, then **B)** click **Submit**.

A screenshot of a 'Request Password Assistance' form. The breadcrumb trail is 'HOME > HOW DO I CHANGE MY UOFM PASSWORD? > REQUEST PASSWORD ASSISTANCE'. The main heading is 'Request Password Assistance'. Below the heading, there is a 'Caller' section with the following information: Name: Tom Tiger, Campus: Main Campus, Telephone Number: (901) 678-2961, Email: ttiger@memphis.edu, Department: ITS Support Teaching and Learning, Room (Caller): ITS Support Teaching and Learning. There is a red circle with the letter 'A' next to an empty text input field for 'Alternate Phone Number'. Below the form, there is a paragraph of text: 'When your request is processed, you will be contacted by a supervisor at the Service Desk. First, you will be asked if you are near a computer for proper processing. Second, you will be asked to verify your identity. Finally, you will be asked to reset your security questions promptly after resetting your passwords.' Below this text, there is another paragraph: 'Password change requests are only processed during normal business hours (excludes holidays and weekends)'. At the bottom right of the form, there is a red circle with the letter 'B' next to a blue 'Submit' button.

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

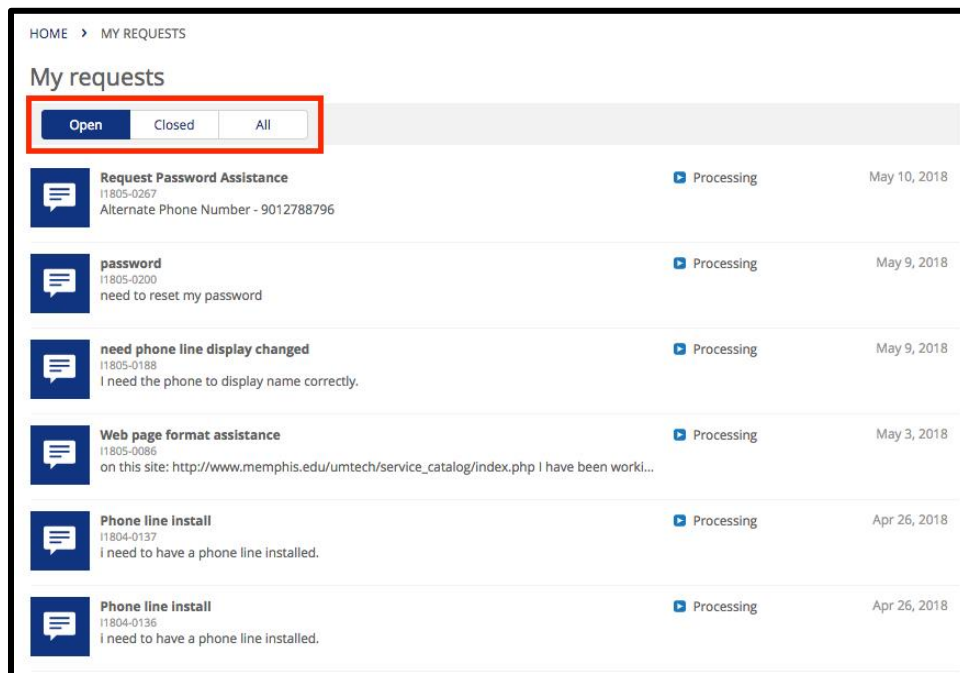
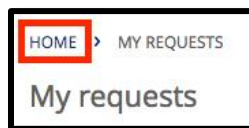
To view your incidents, click on the **My Incidents** tile on the Self-Service home page.



You will see a list of your requests.

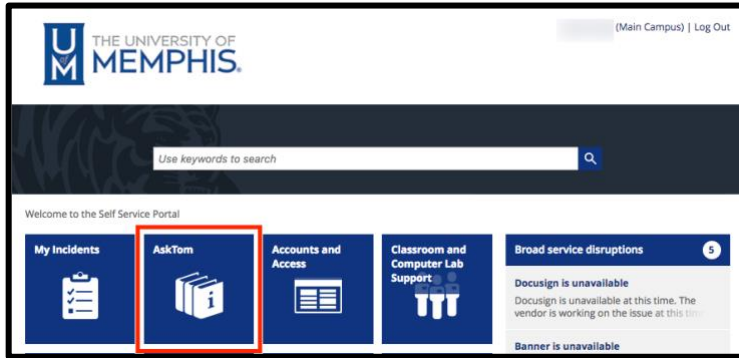
To return to the Self-Service home screen, click **Home**.

To see your open requests, click **Open**. To see closed, click **Closed**. To see all your requests, click **All**.



AskTom

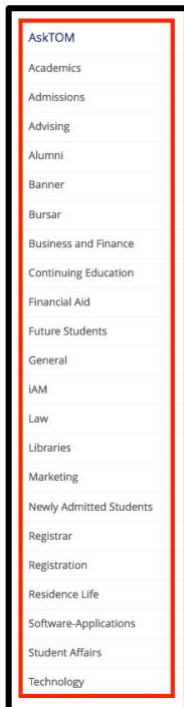
1. Click on the **AskTom** tile to search the knowledge base for Articles.



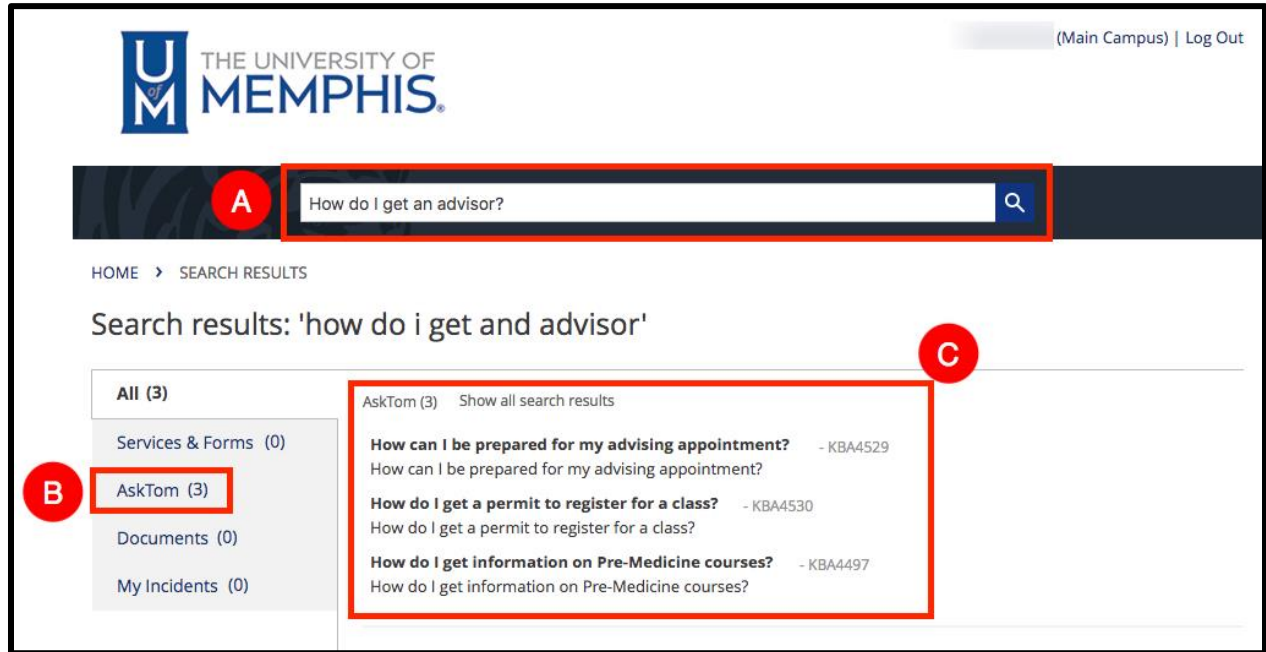
At the top of the work area, you will see “Top 10 Most Viewed Items” (AskTom articles).



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.



THE UNIVERSITY OF
MEMPHIS
Information Technology Services

(Main Campus) | Log Out

A How do I get an advisor?

HOME > SEARCH RESULTS

Search results: 'how do i get and advisor'

All (3)

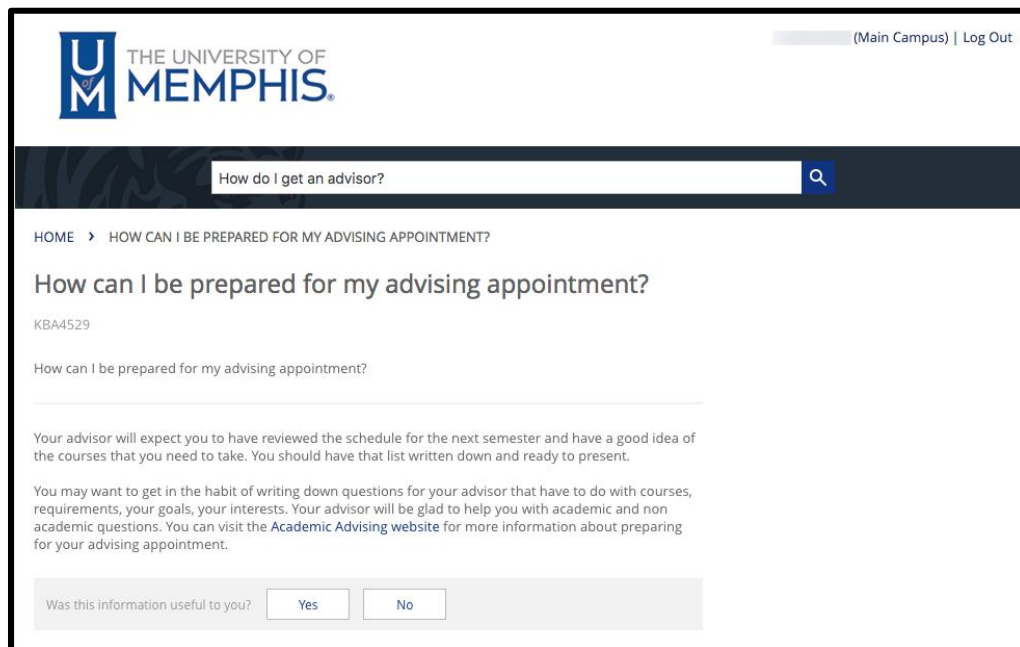
- Services & Forms (0)
- B** AskTom (3)
- Documents (0)
- My Incidents (0)

C

AskTom (3) Show all search results

- B** **How can I be prepared for my advising appointment?** - KBA4529
How can I be prepared for my advising appointment?
- How do I get a permit to register for a class?** - KBA4530
How do I get a permit to register for a class?
- How do I get information on Pre-Medicine courses?** - KBA4497
How do I get information on Pre-Medicine courses?

Click on the AskTom knowledge base article to view full answer.



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(Main Campus) | Log Out

How do I get an advisor?

HOME > HOW CAN I BE PREPARED FOR MY ADVISING APPOINTMENT?

How can I be prepared for my advising appointment?

KBA4529

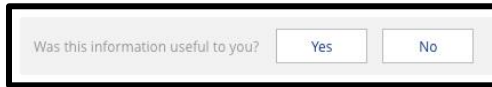
How can I be prepared for my advising appointment?

Your advisor will expect you to have reviewed the schedule for the next semester and have a good idea of the courses that you need to take. You should have that list written down and ready to present.

You may want to get in the habit of writing down questions for your advisor that have to do with courses, requirements, your goals, your interests. Your advisor will be glad to help you with academic and non academic questions. You can visit the [Academic Advising website](#) for more information about preparing for your advising appointment.

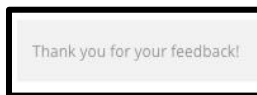
Was this information useful to you?

At the bottom of the AskTom answer is the question, “Was this information useful to you?” You can answer Yes or No.



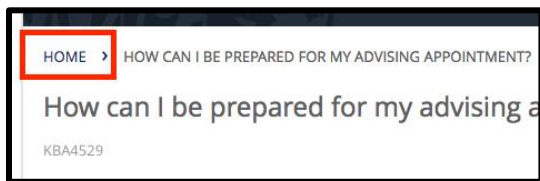
Was this information useful to you?

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



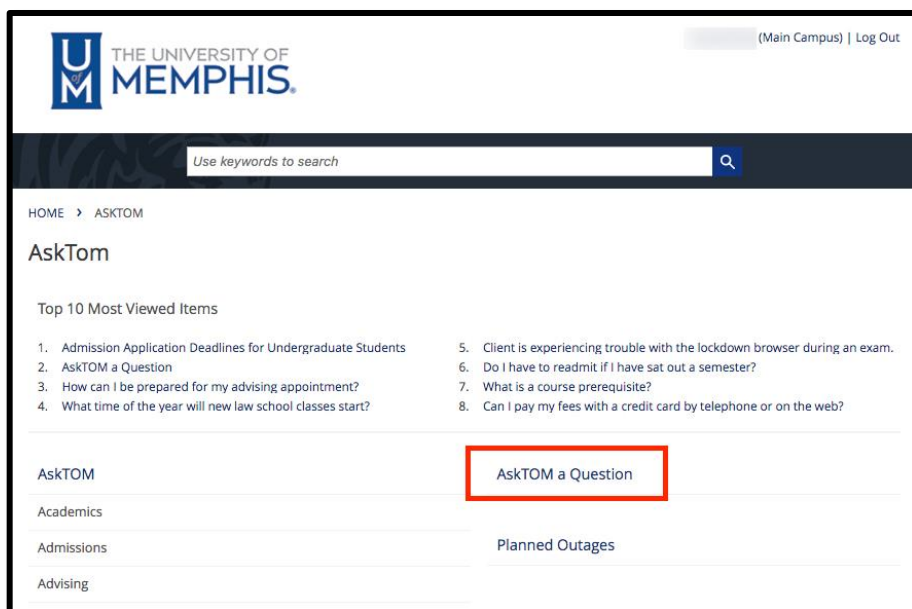
Thank you for your feedback!

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**.



THE UNIVERSITY OF
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Information Technology Services

(Main Campus) | Log Out

Use keywords to search

HOME > ASKTOM

AskTom

Top 10 Most Viewed Items

1. Admission Application Deadlines for Undergraduate Students
2. ASKTOM a Question
3. How can I be prepared for my advising appointment?
4. What time of the year will new law school classes start?
5. Client is experiencing trouble with the lockdown browser during an exam.
6. Do I have to readmit if I have sat out a semester?
7. What is a course prerequisite?
8. Can I pay my fees with a credit card by telephone or on the web?

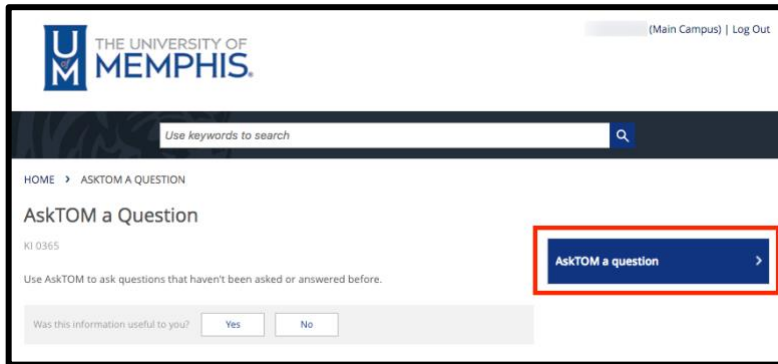
AskTOM **AskTOM a Question**

Academics

Admissions **Planned Outages**

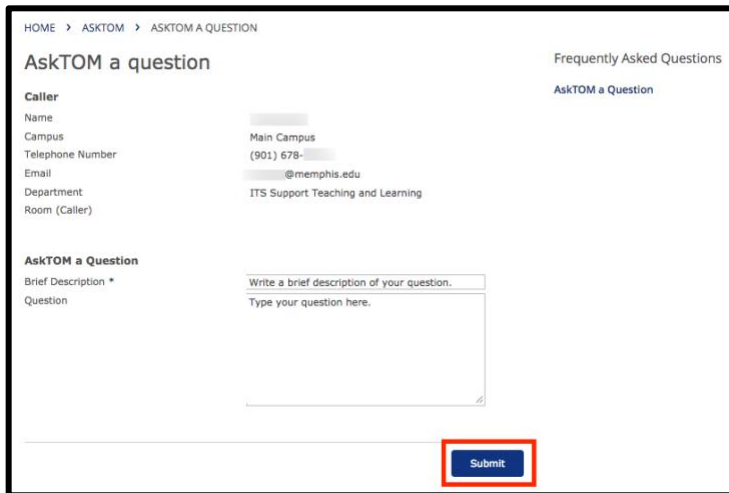
Advising

2. Click on AskTOM a question.



The screenshot shows the top portion of the 'AskTOM a Question' page. At the top left is the University of Memphis logo. To the right, it says '(Main Campus) | Log Out'. Below the logo is a search bar with the placeholder text 'Use keywords to search'. The breadcrumb trail reads 'HOME > ASKTOM A QUESTION'. The main heading is 'AskTOM a Question' with the ID 'KI 0365'. Below this is the instruction 'Use AskTOM to ask questions that haven't been asked or answered before.' A blue button labeled 'AskTOM a question' with a right-pointing arrow is highlighted with a red box. At the bottom, there is a feedback section with the question 'Was this information useful to you?' and 'Yes' and 'No' buttons.

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



The screenshot shows the main form area of the 'AskTOM a Question' page. The breadcrumb trail is 'HOME > ASKTOM > ASKTOM A QUESTION'. The heading is 'AskTOM a question'. On the right side, there are links for 'Frequently Asked Questions' and 'AskTOM a Question'. The 'Caller' information is pre-filled: Name (redacted), Campus (Main Campus), Telephone Number ((901) 678-), Email (@memphis.edu), Department (ITS Support Teaching and Learning), and Room (redacted). The 'AskTOM a Question' section has two text input fields: 'Brief Description *' with the placeholder 'Write a brief description of your question.' and 'Question' with the placeholder 'Type your question here.'. A blue 'Submit' button is highlighted with a red box at the bottom right.

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.



The screenshot shows the confirmation page after submitting a question. The breadcrumb trail is 'HOME > ASKTOM > ASKTOM A QUESTION'. The heading is 'AskTOM a question'. On the right side, there are links for 'Frequently Asked Questions' and 'AskTOM a Question'. The text reads 'Thank you!' and 'Your AskTOM a question form was sent.'. A red box highlights the text 'Your request is registered under number: 11805-0527'. At the bottom left, there is a blue button labeled 'Go to Home Page'.

Locating Help Resources

umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

Submitting a Service Request

Login URL: [Click here for our service desk ticketing system.](#) After logging in, choose the appropriate form request for services.

Contact the ITS Service Desk – 901.678.8888 any day of the week! *(Excluding Some Holidays)*

[ITS Service Desk Hours](#)

Contact the Service Desk for assistance with technical login problems or issues. ALL 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](#).

Voice messages will be checked regularly and receive priority response the following business day. You may also email umTech at umtech@memphis.edu. *(Using this email will automatically generate a service request).*

Important Links

[Explore the umTech Website](#)

[Search the Solutions Page](#)