# TOPdesk Self-Service

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# Table of Contents

## 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**.
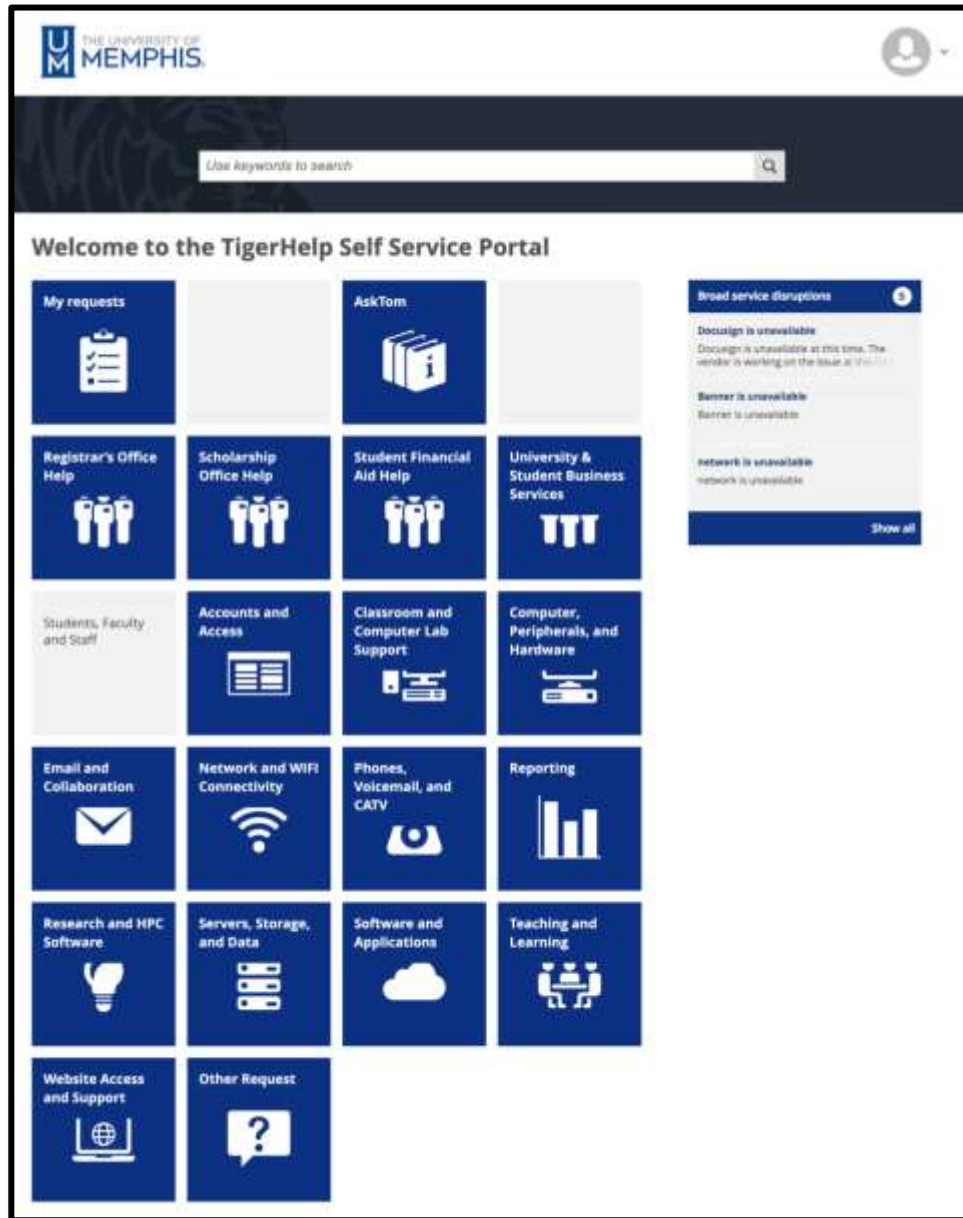


2.  Login with your **UUID** and **password.** *(The UUID and password is the same one
    you use for myMemphis Portal and all other campus resources.)*
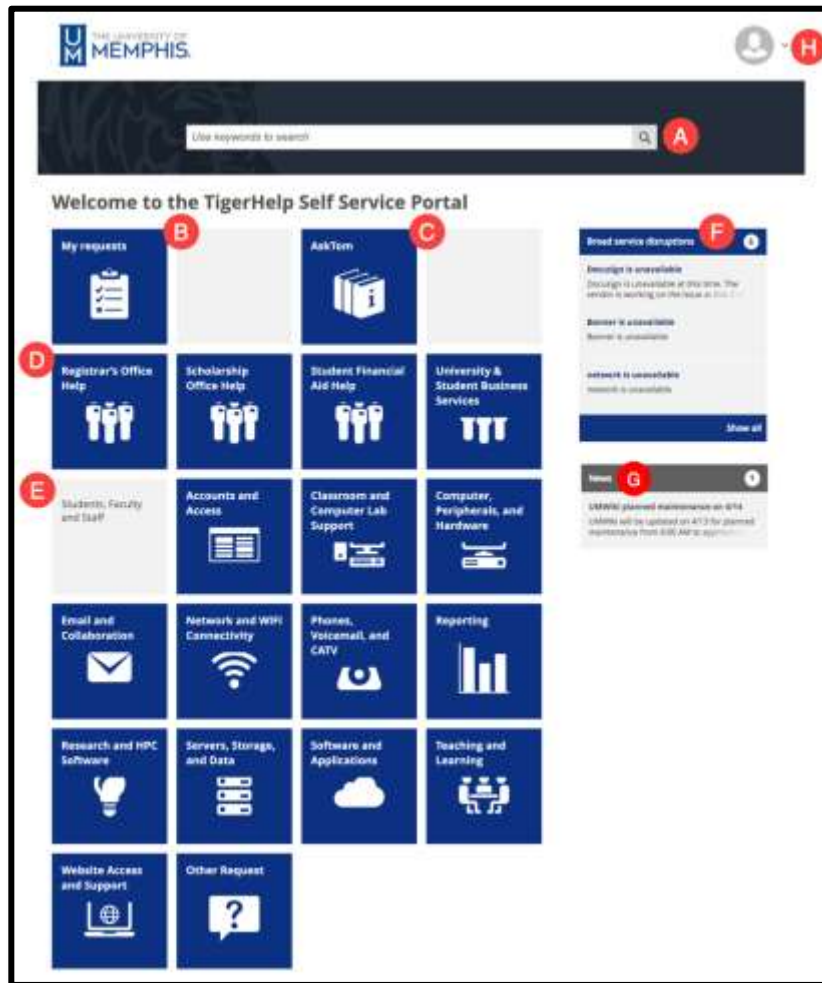    Authenticate
    with DUO.

The opening screen is your personal TOPdesk workspace. *Note: Tiles may differ from the 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.

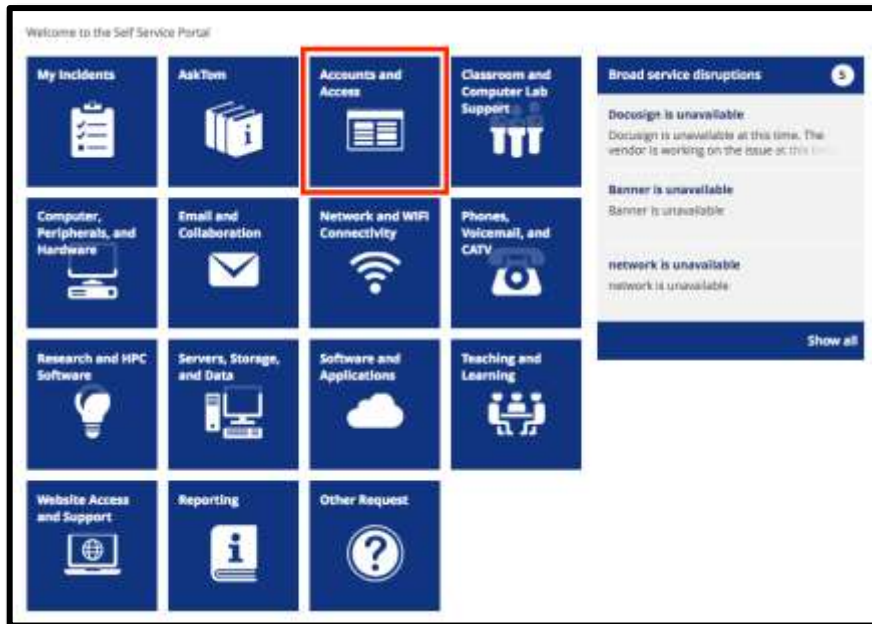**F. Broad Service Disruption –** Here, you can see if outages affect people or systems.

**G. News** – Messages about planned maintenance at the UofM.

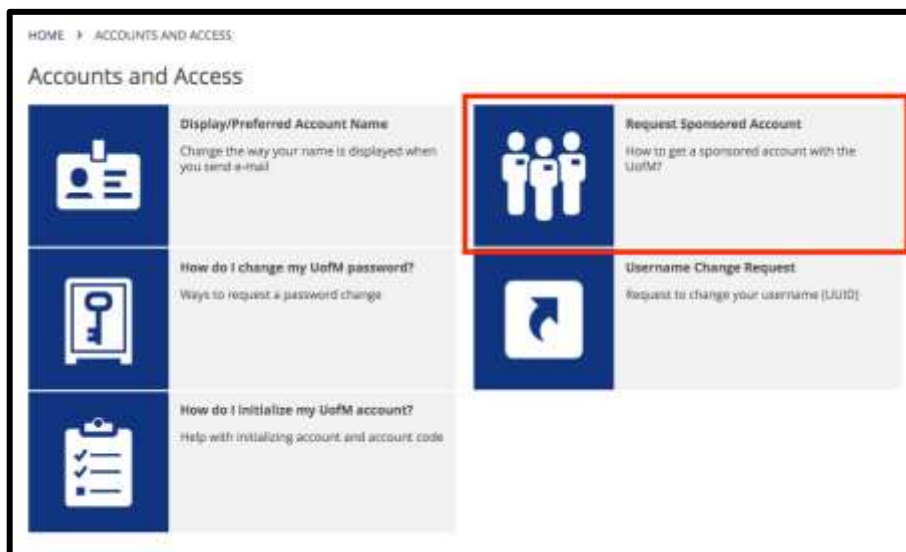**H. Log out drop-down button –** Allows you to log out of the system.
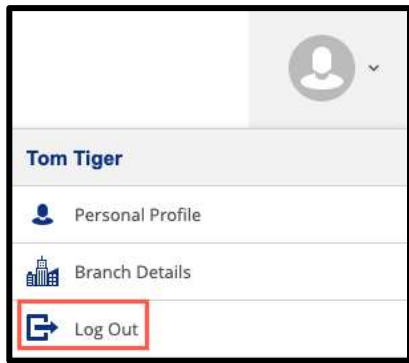
# Entering a Service Request using Self-Service

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.
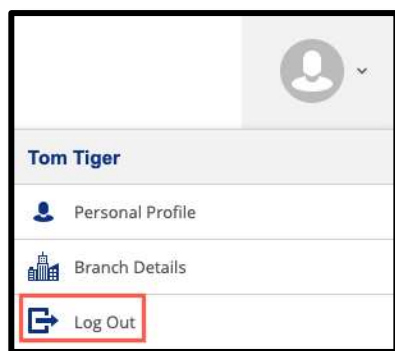


4. **A)** Fill out the required fields, then **B)** click **Submit**. *Note: If you would like to add an attachment, click **Attach File**.*

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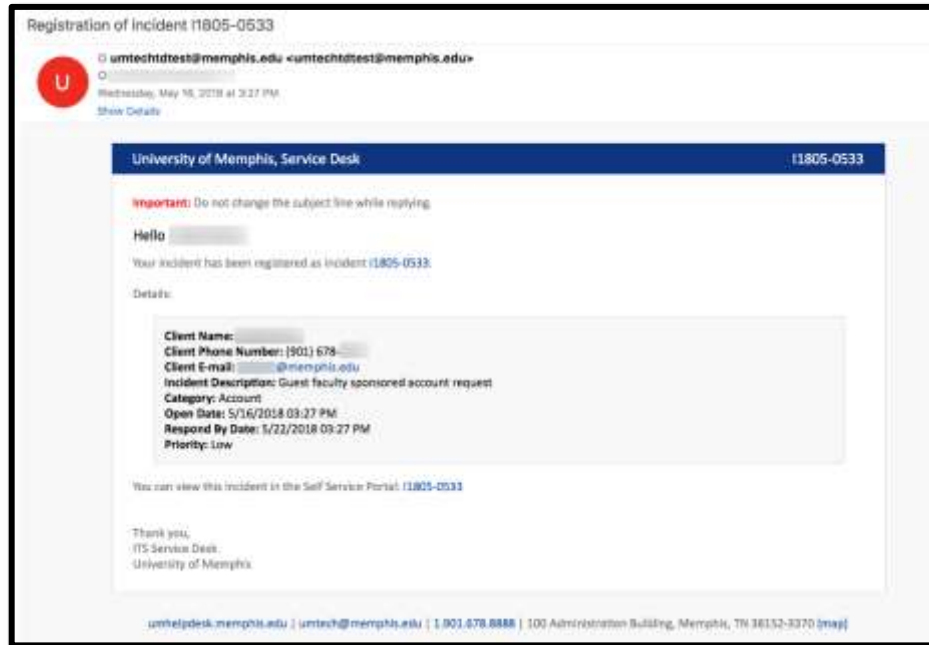


## Logging Out of System

To log out click on 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.
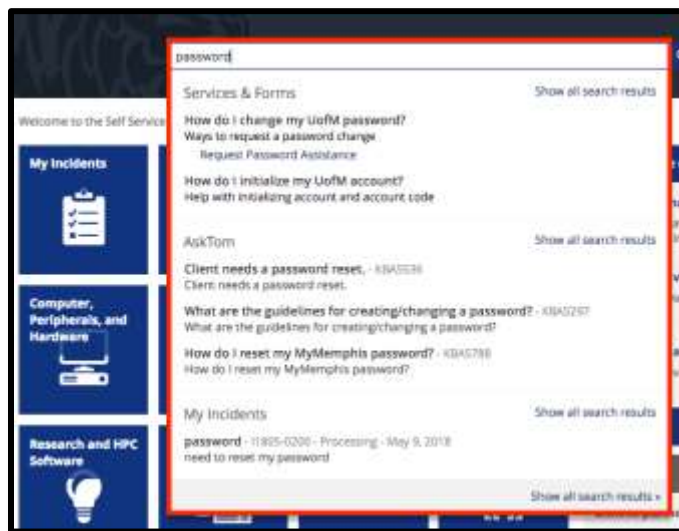


When you click on the Search Button , **A)** templates for entering a service request will be shown followed by **B)** a listing AskTom articles, then **C)** A listing of incidents you have entered on the same topic.
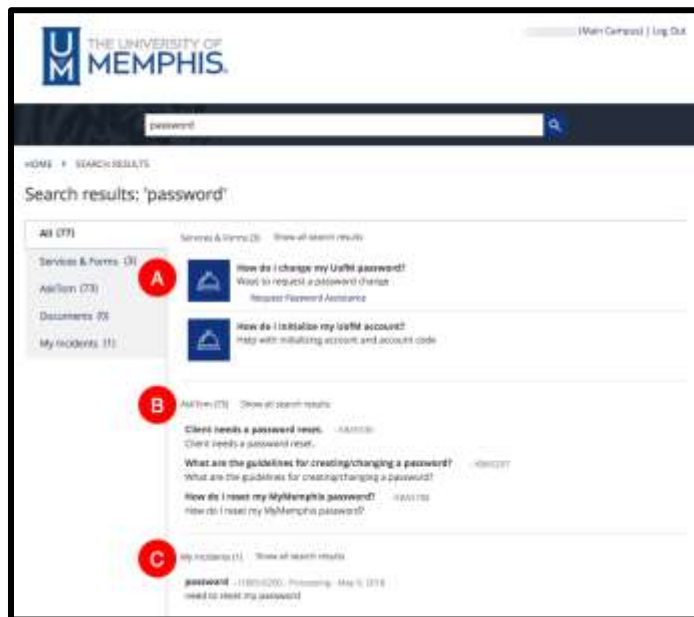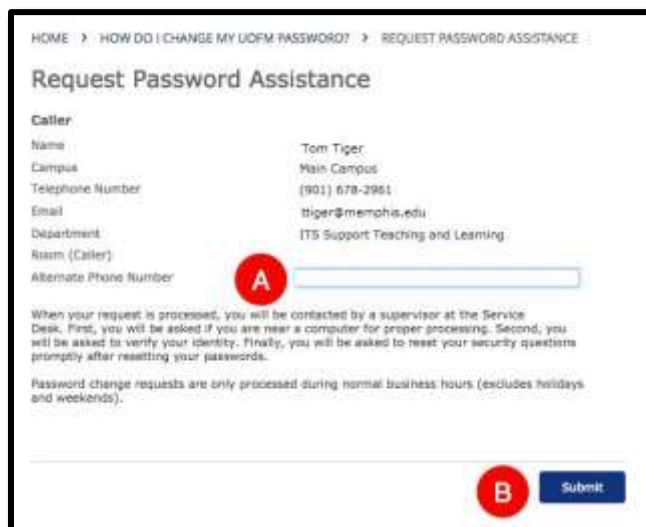
When you click on the Service Request template. In this example, "How do I change my UofM password?", is selected.



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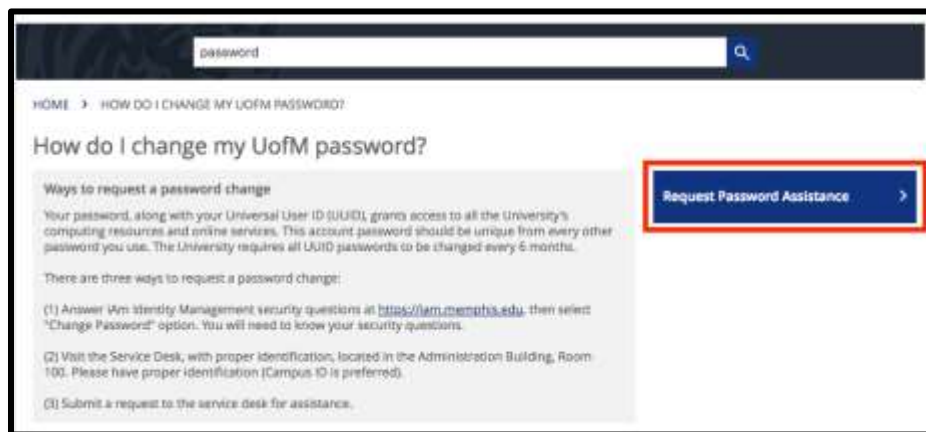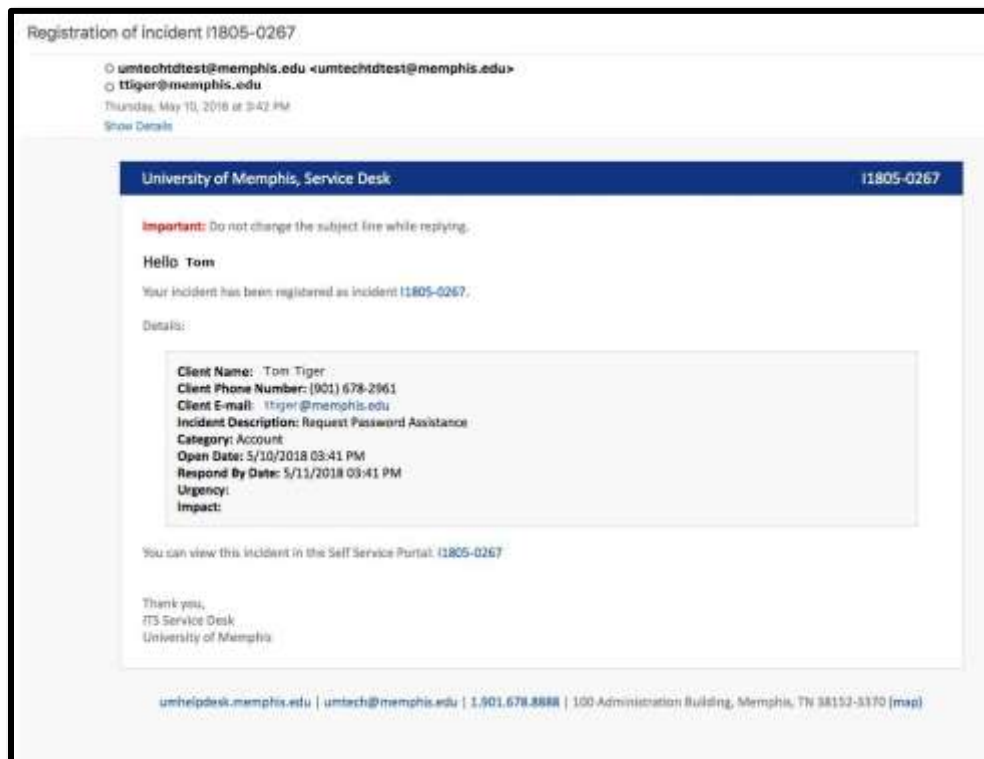


Enter **A)** an alternate phone number if desired, then **B)** click **Submit**.

You will receive a message verification with your service request number. Click, **Go to Home Page** to return to Self-Service home page.

HOME > HOW DO I CHANGE MY UOFM PASSWORD? > REQUEST PASSWORD ASSISTANCE

## Request Password Assistance

Thank you!

Your Request Password Assistance form was sent.

Your request is registered under number: I1805-0267 → **Your Service Request Number**

Go to Home Page

An email will also be sent to you with a link to your service request.

Registration of incident I1805-0267

○ umtechtdtest@memphis.edu <umtechtdtest@memphis.edu>
○ ttiger@memphis.edu
Thursday, May 10, 2018 at 3:42 PM
Show Details

University of Memphis, Service Desk                                    I1805-0267

**Important:** Do not change the subject line while replying.

**Hello Tom**

Your incident has been registered as incident I1805-0267.

Details:

Client Name: Tom Tiger
Client Phone Number: (901) 678-2961
Client E-mail: ttiger@memphis.edu
Incident Description: Request Password Assistance
Category: Account
Open Date: 5/10/2018 03:41 PM
Respond By Date: 5/11/2018 03:41 PM
Urgency:
Impact:

You can view this incident in the Self Service Portal. I1805-0267

Thank you,
ITS Service Desk
University of Memphis

umhelpdesk.memphis.edu | umtech@memphis.edu | 1.901.678.8888 | 100 Administration Building, Memphis, TN 38152-3370 (map)
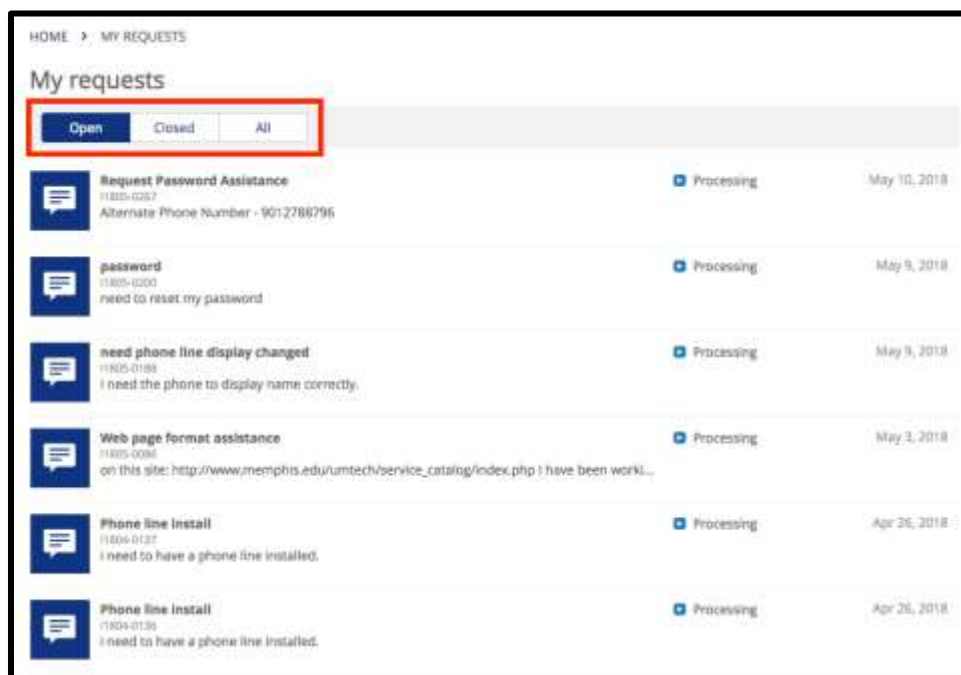
## My Incidents

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 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.
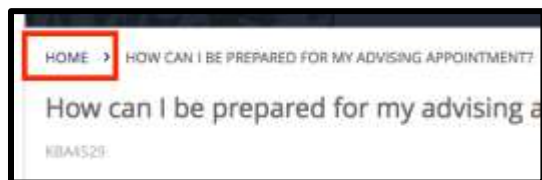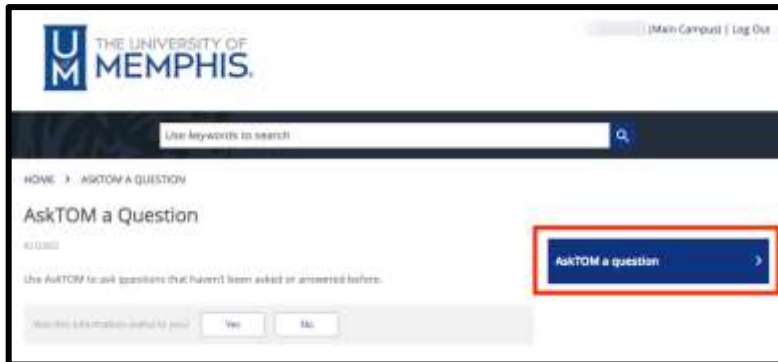


## Asking AskTom a question

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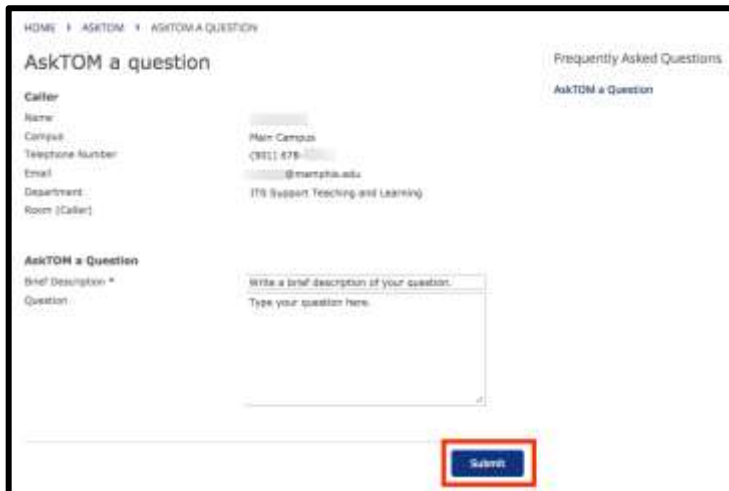   **AskTom a question**.
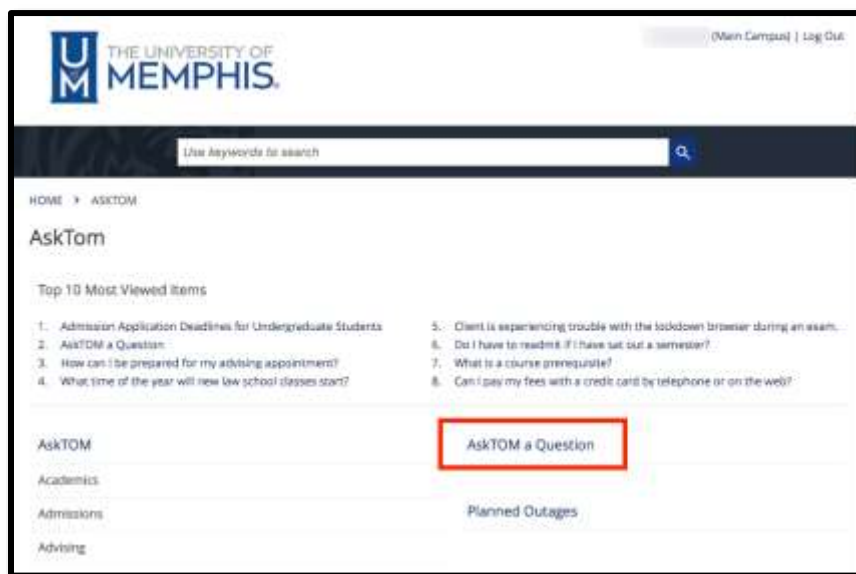
2. Click on AskTOM a question.



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

umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request
Login URL: Click here to access our service desk ticketing system. After logging in, choose the appropriate form to request services.

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

> ITS Service Desk Walk-In hours (Admin Building Room 100):
> Monday – Friday 8:00 am – 4:30 pm

> The ITS Service Desk Call Center hours:
> Monday – Friday 8:00 am – 8:00 pm
> Saturday 10:00 am – 2:00 pm
> Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or submit a service request.

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

## Important Links

> **Explore the umTech Website**
> **Search the Solutions Page**