

Updated: August 24th, 2021

Work Order Page URL: <u>http://help.wsuniar.org</u>

You can sign into the new page using your NIAR credentials.



After signing in, you will be taken to the Self-Service Portal.





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The Self-Service Portal allows you to enter new tickets, view open tickets, perform workflow actions, and view FAQs.

	A new ticket can b	e created by clickin	g 🕒 Submit a Ticket	
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	Search Q		Coubrill a Tochet	
	Proce Catalog -			Constant of the second s
	Submit a Ticket Have an IT request or massing any functionality? Click here to submit a service record to your IT department.	O My Activities Access your submitted service records, pending workflow actions, and supervised service records	My Settings Keep your settings up to date, manage your contact detaile, tanguage settings and morel	
	Wy Ticaet:	Submi	Control of the the and User Portal 5 I Control of the Service Record from the End-User Portal 5	

Fill out the Template or Category fields to describe the nature of the ticket. Once completed, the rest of the request form will update to reflect the respective ticket type.







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Translate		
Template		
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Category		
Please select a category	Please select a sub-category	Select third level category
Title *		
Basic Request Process		
Description		
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Select Attachments or drag and drop file	es to here	
Main Asset		
Not associated to asset		
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After a ticket is submitted; tickets and workflow actions can be viewed on the bottom left of the Self-Service Portal, and FAQs can be seen on the right.

My Tickets Recently Closed Workflow Actions	• FAQ	
	Submitting a Service Record from the End-User Portal	5 @ >
There are currently no active requests to display		
		Show All S

Users can respond to work order related e-mails directly from Outlook/Web-mail/mobile e-mail app. Those e-mails will be logged onto the respective work orders as messages for the assigned IT admin.

If any additional help is required regarding this new work order page, Or if you have any questions, please contact: ITC Help Desk at (316) 978-7318



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