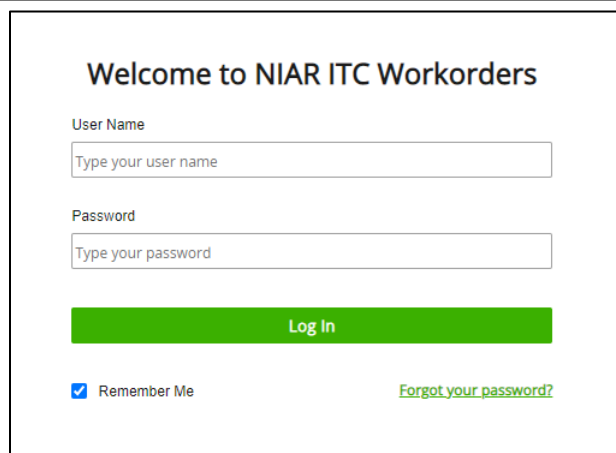
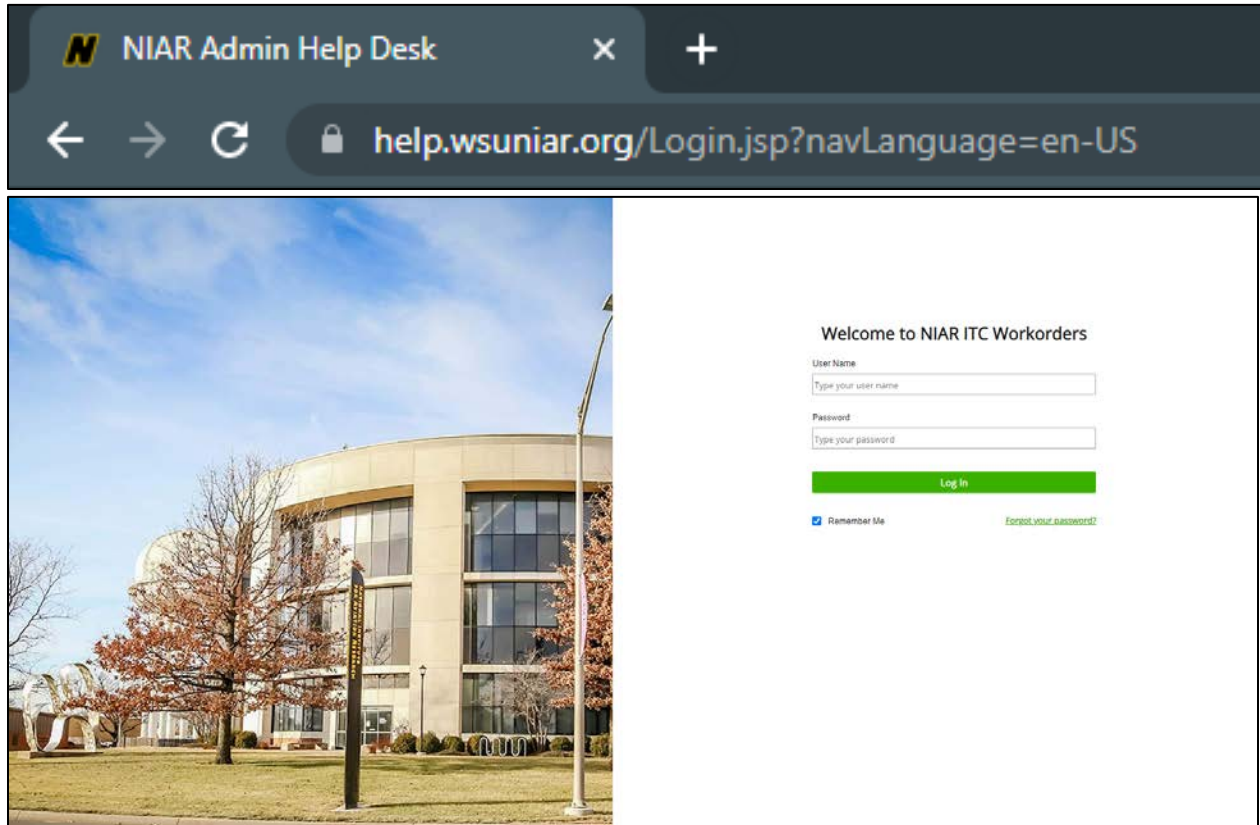


NIAR ITC: WORK ORDER PAGE SELF-SERVICE PORTAL USER GUIDE

Updated: August 24th, 2021

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

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



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

NIAR ITC: WORK ORDER PAGE

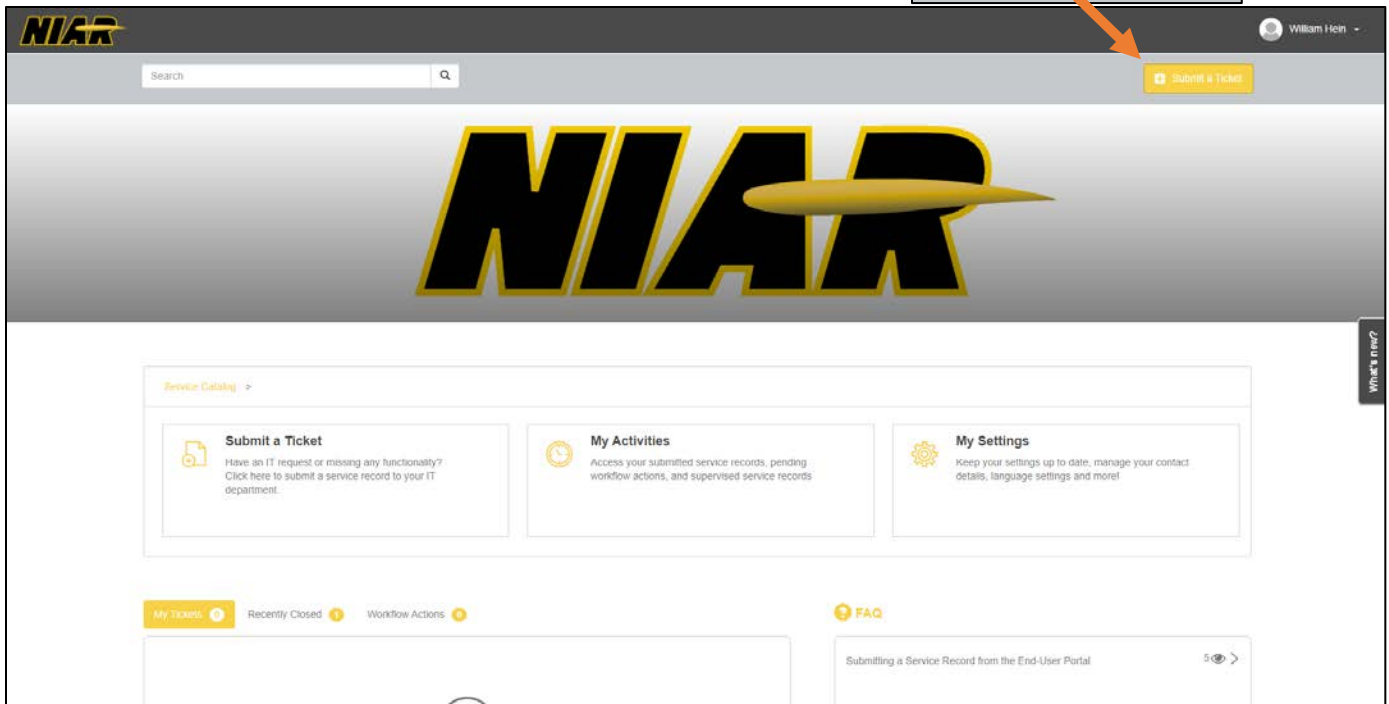
SELF-SERVICE PORTAL USER GUIDE

Updated: August 24th, 2021

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

A new ticket can be created by clicking

 Submit a Ticket



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.



NIAR ITC: WORK ORDER PAGE

SELF-SERVICE PORTAL USER GUIDE

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Submit a Ticket

Template
Basic Request Process

Category
Please select a category Please select a sub-category Select third level category

Title *
Basic Request Process

Description
Basic Request Process

Urgency *
Low

Attachments
[Select Attachments](#) or drag and drop files to here

Main Asset
Not associated to asset

Submit a Ticket

Template
Need software installation / troubleshooting / other

Category
Software Please select a sub-category Select third level category

Title *

Description

Software(s) *

Main Asset *
Not associated to asset

Urgency *
Low

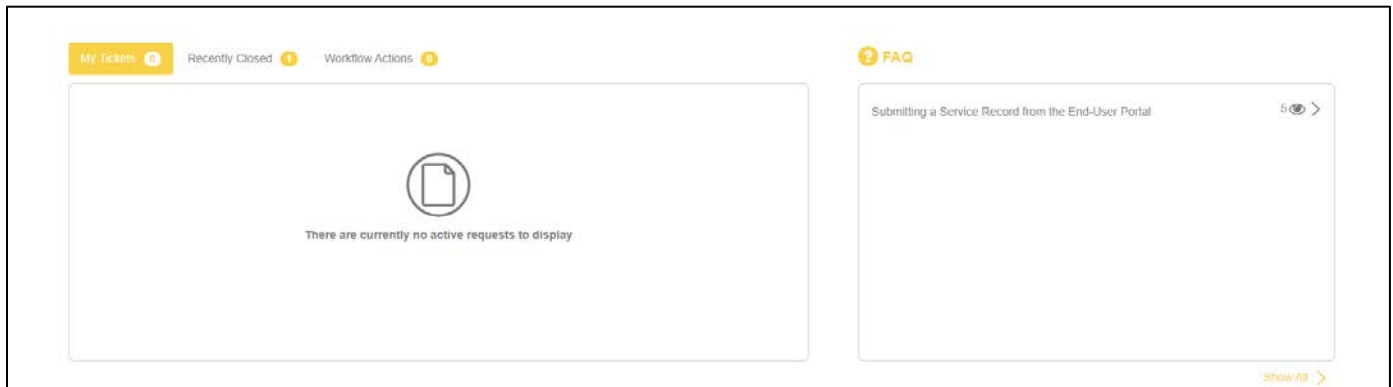


NIAR ITC: WORK ORDER PAGE

SELF-SERVICE PORTAL USER GUIDE

Updated: August 24th, 2021

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.



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