

IT Self-Service Portal User Guide – May 2018

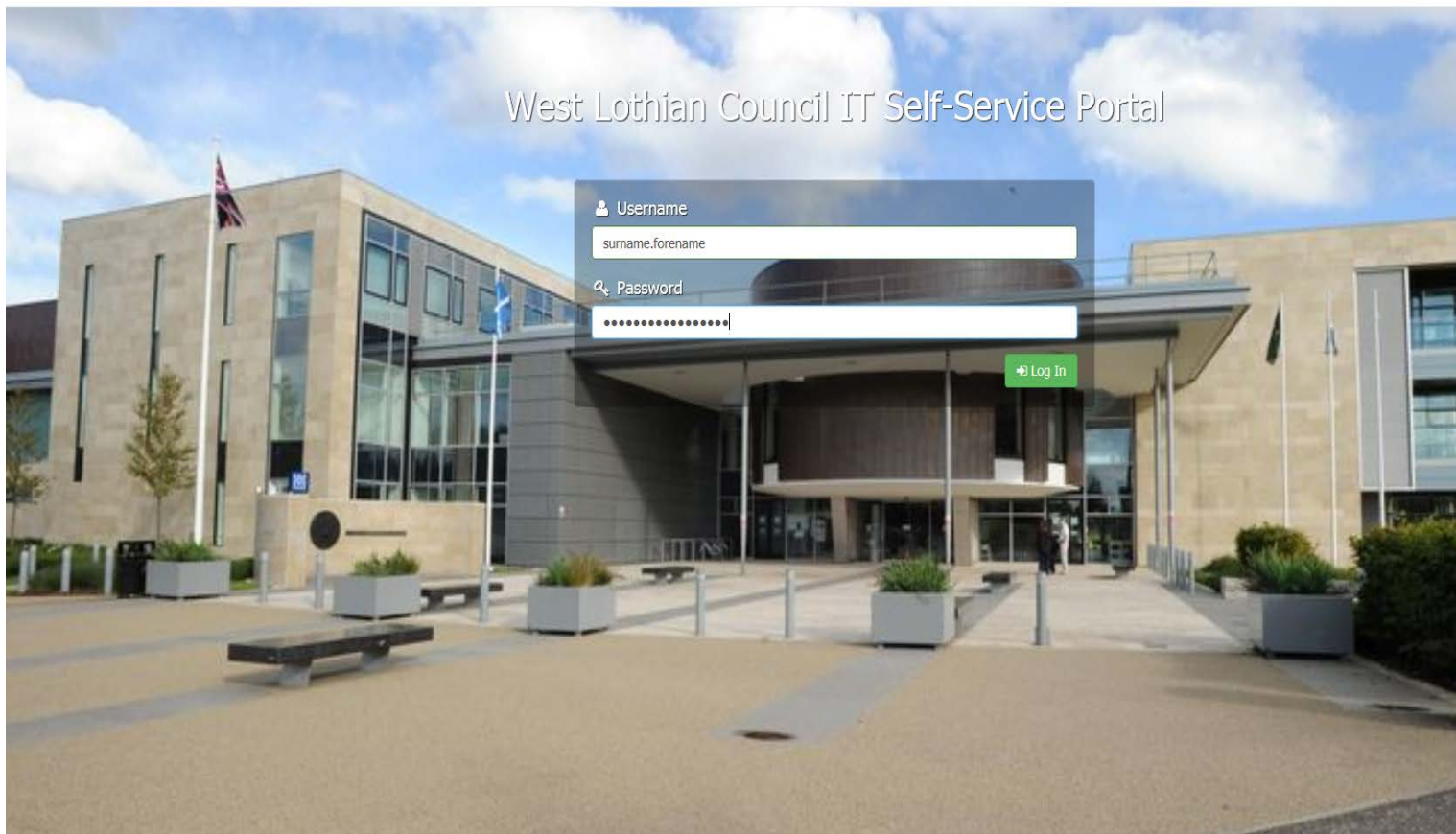
Useful Links

IT Self Service Portal: <https://it.westlothian.gov.uk/>

IT Services Home Page: <http://intranet.westlothian.gov.uk/article/7022/IT-Services>

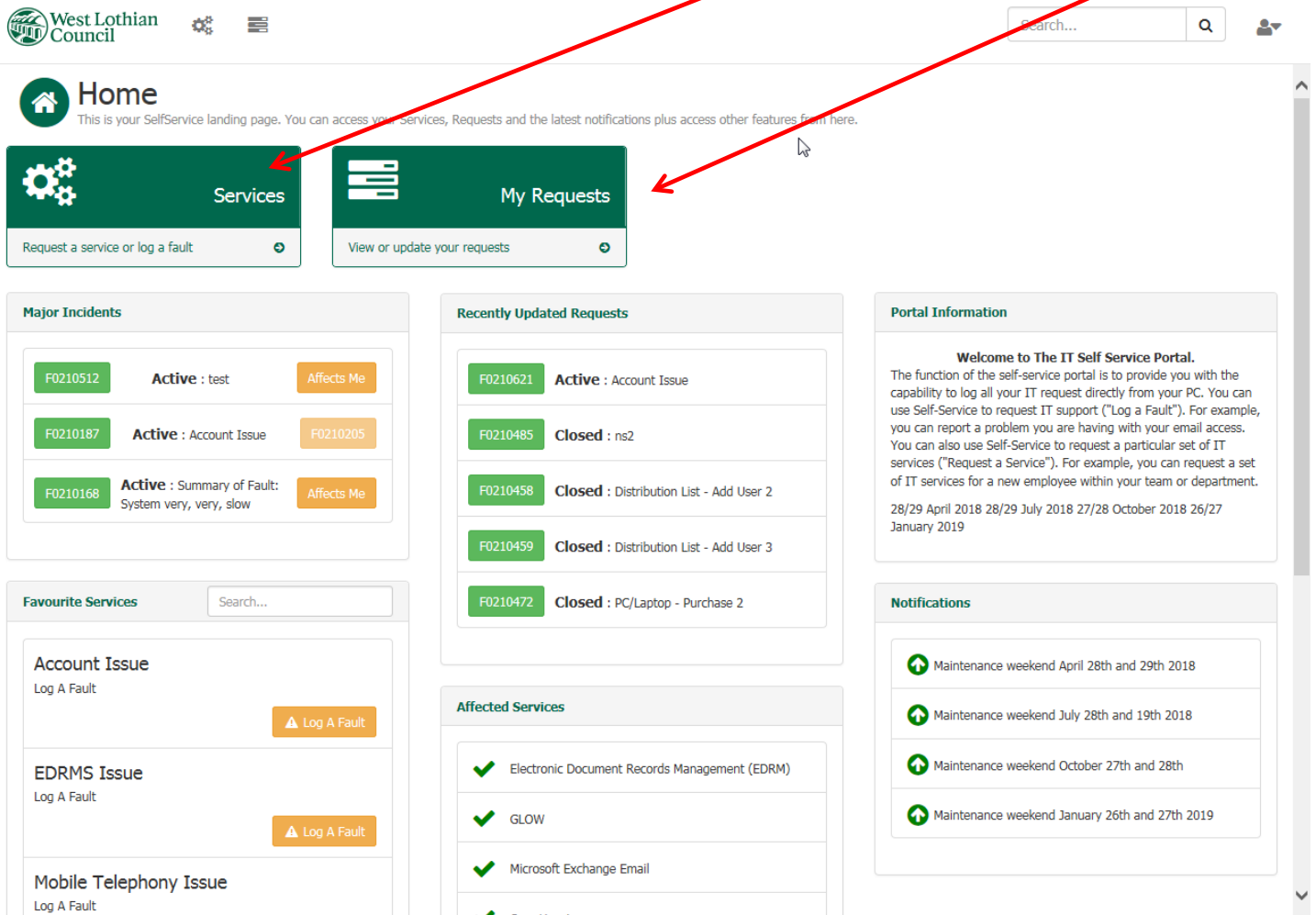
Logon Screen

Below you will see the logon screen for the new self-service portal. To logon, use your Windows credentials (surname.firstname and your normal Windows password). Once you have your credentials, click on the green log in button.



Home Page

Once you have logged on to the portal you will see this screen. From here you can access **Services** which lets you raise a Service Request or Log a Fault. You can also access all your requests (previous and current) through the **My Requests** button.



The other main sections on this page are explained below:

Major Incidents: Allows you to see what Major Incidents are currently active. This gives you the option of clicking the Affects Me button which will automatically log a new Incident to show you are having the same problem.

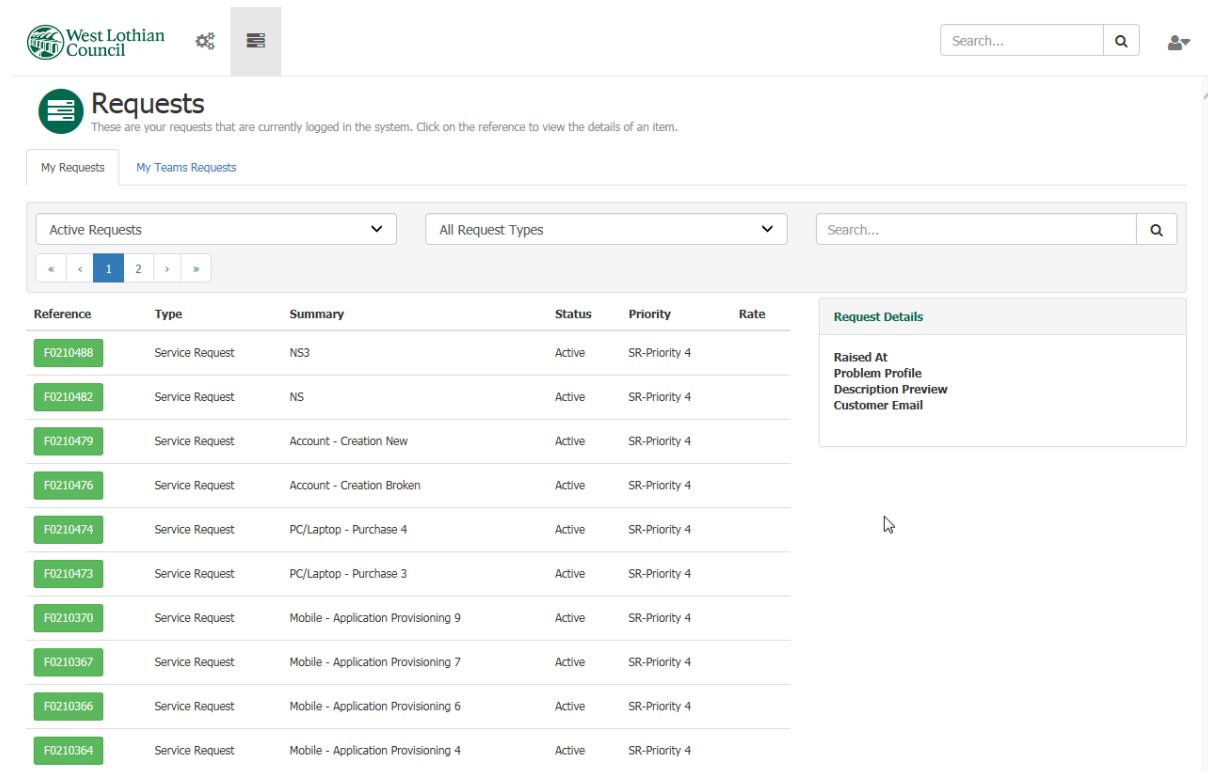
Recently Updated Requests: Allows you to see your own recent requests with the reference number, current status and a brief summary of what it is.

Service Status: This lists the major services that the council have and their status. The green tick means that this service is operational. If a service is affected then this icon will change and will show a warning.

Notifications: This is mainly used to show the planned maintenance that IT Services plans to complete. This is useful for planning for any colleagues that work at the weekends.

My Requests

Once you click on the My Requests button you will see this screen. This will show all your requests (Service Requests and Incidents). You can then click into each of these to view the call diary and other information. This will also allow you to update a call with information if required. You can also search for a specific request or filter the type of request.



Requests
These are your requests that are currently logged in the system. Click on the reference to view the details of an item.

My Requests | My Teams Requests

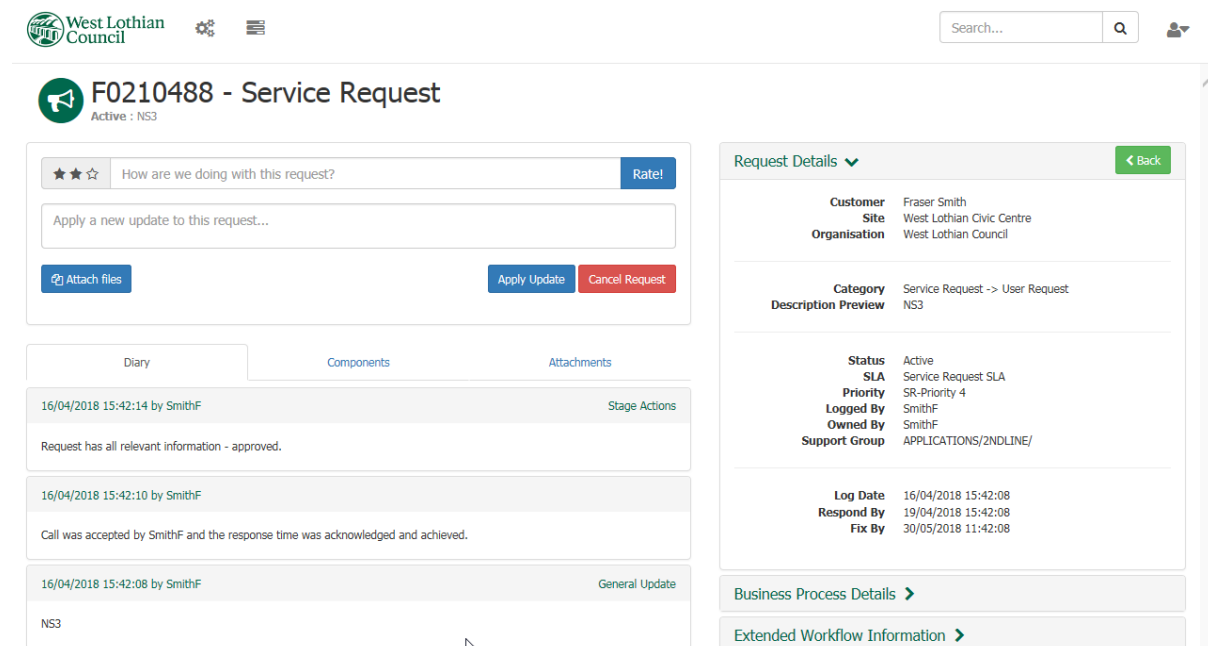
Active Requests | All Request Types | Search...

Reference	Type	Summary	Status	Priority	Rate
F0210488	Service Request	NS3	Active	SR-Priority 4	
F0210482	Service Request	NS	Active	SR-Priority 4	
F0210479	Service Request	Account - Creation New	Active	SR-Priority 4	
F0210476	Service Request	Account - Creation Broken	Active	SR-Priority 4	
F0210474	Service Request	PC/Laptop - Purchase 4	Active	SR-Priority 4	
F0210473	Service Request	PC/Laptop - Purchase 3	Active	SR-Priority 4	
F0210370	Service Request	Mobile - Application Provisioning 9	Active	SR-Priority 4	
F0210367	Service Request	Mobile - Application Provisioning 7	Active	SR-Priority 4	
F0210366	Service Request	Mobile - Application Provisioning 6	Active	SR-Priority 4	
F0210364	Service Request	Mobile - Application Provisioning 4	Active	SR-Priority 4	

Request Details

- Raised At
- Problem Profile
- Description Preview
- Customer Email

This is the screen that is presented when you click on the green button (with the reference number in it) to open a specific request. From here you can see the diary which holds any updates when they are available. You can see key information on the right that is specific to the request (customer name, SLA, date logged etc.) You can also update the call by filling in the text box and clicking on the Apply Update button.



F0210488 - Service Request
Active : NS3

How are we doing with this request? Rate!

Apply a new update to this request...

Attach Files Apply Update Cancel Request

Diary | Components | Attachments

16/04/2018 15:42:14 by SmithF Stage Actions

Request has all relevant information - approved.

16/04/2018 15:42:10 by SmithF

Call was accepted by SmithF and the response time was acknowledged and achieved.

16/04/2018 15:42:08 by SmithF General Update

NS3

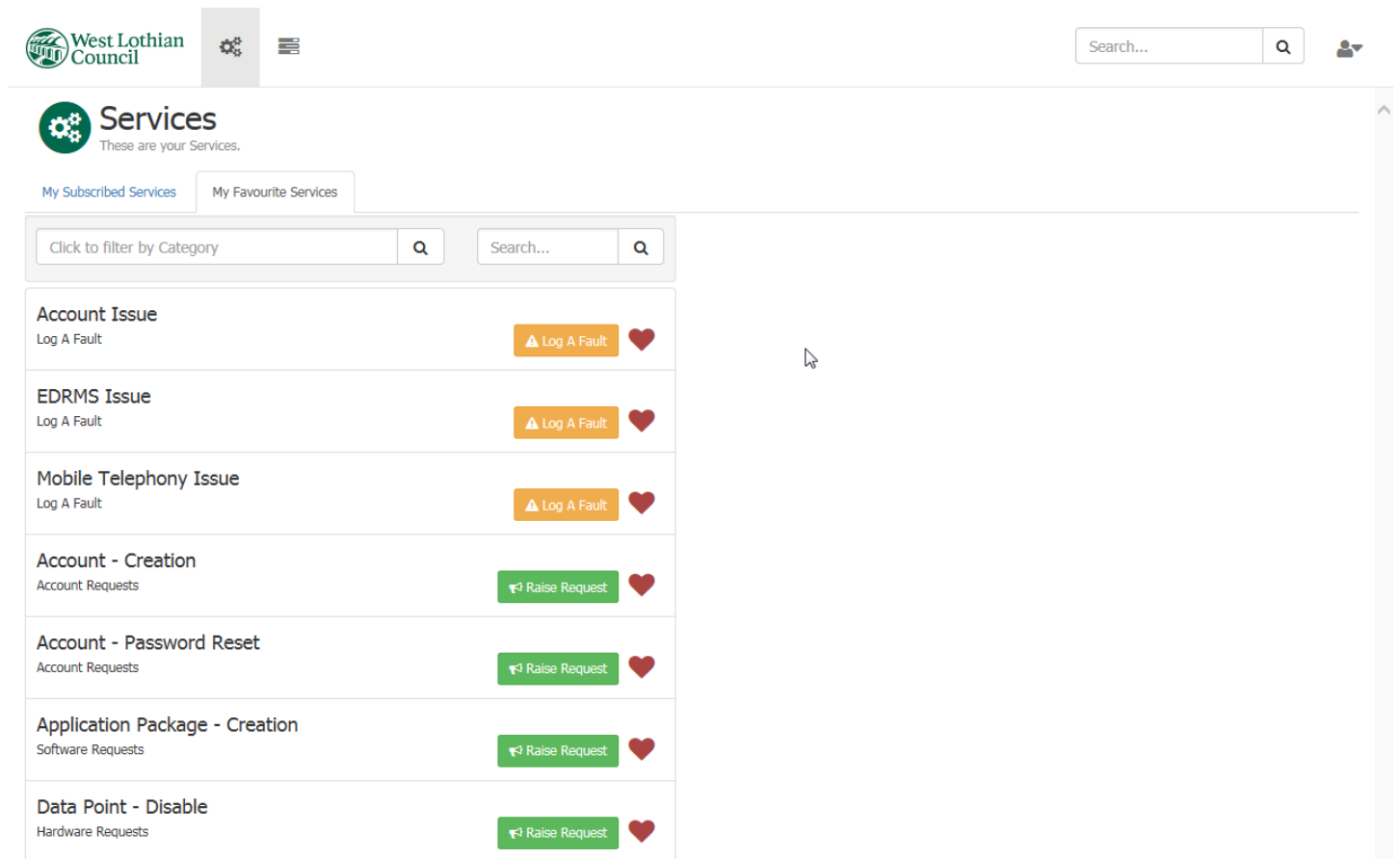
Request Details Back

- Customer**: Fraser Smith
- Site**: West Lothian Civic Centre
- Organisation**: West Lothian Council
- Category**: Service Request -> User Request
- Description Preview**: NS3
- Status**: Active
- SLA**: Service Request SLA
- Priority**: SR-Priority 4
- Logged By**: SmithF
- Owned By**: SmithF
- Support Group**: APPLICATIONS/2NDLINE/
- Log Date**: 16/04/2018 15:42:08
- Respond By**: 19/04/2018 15:42:08
- Fix By**: 30/05/2018 11:42:08

Business Process Details Extended Workflow Information

Services

This is the Services page where you can raise a new Service Request or Incident. From here you can filter the list or search for the specific type of call you require. Clicking on the Log a Fault button will start the process to raise an Incident and clicking on the green Raise Request button will start the process for logging a Service Request.



The screenshot shows the 'Services' page of the West Lothian Council IT Self-Service Portal. At the top left is the West Lothian Council logo and a navigation menu. A search bar is located at the top right. The main heading is 'Services' with the subtext 'These are your Services.'. Below this are two tabs: 'My Subscribed Services' and 'My Favourite Services'. A filter section contains a dropdown menu labeled 'Click to filter by Category' and a search bar. The main content area displays a list of services, each with a title, a description, and two action buttons: 'Log A Fault' (orange) and 'Raise Request' (green). A heart icon is present next to each service entry.

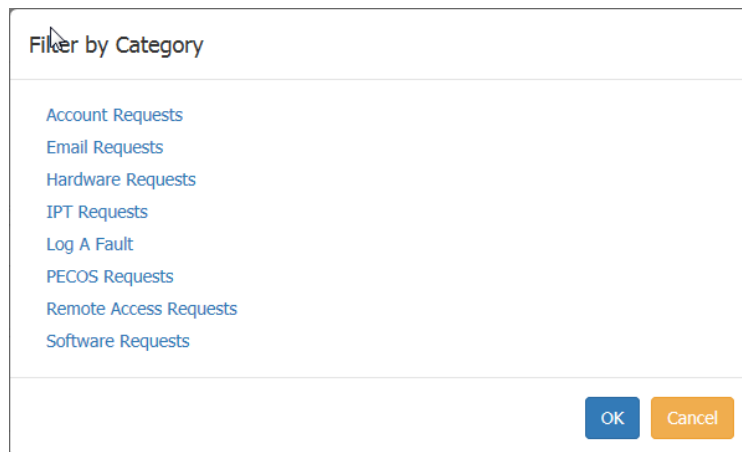
Service Title	Description	Action 1	Action 2
Account Issue	Log A Fault	Log A Fault	Heart
EDRMS Issue	Log A Fault	Log A Fault	Heart
Mobile Telephony Issue	Log A Fault	Log A Fault	Heart
Account - Creation	Account Requests	Raise Request	Heart
Account - Password Reset	Account Requests	Raise Request	Heart
Application Package - Creation	Software Requests	Raise Request	Heart
Data Point - Disable	Hardware Requests	Raise Request	Heart

The services that are available to you can be filtered to help you find the relevant type of request you require.

Click on the following box:




Then the following window will appear:



You can then select the relevant type of request you require and then click on the blue OK button. This will then filter the services screen to match all the requests that match the category you have chosen.

Raising a Request

When you raise the call type of your choice, this is an example of what you will see. This is very familiar to the old self-service portal where it is wizard driven. It will ask you a series of question to help describe your request further.



Account Fault

Wizard Description

Please use this logging form if you have a fault with your Windows network account.

◀ Previous
Next ▶

Please enter the name of the account experiencing the fault

Please describe the fault the account is experiencing including any error messages

Please confirm the status of the account

Active
 Suspended
 Locked
 Expired

Service Level Options

Incident SLA

Submit

Incident Details



Please enter the name of the account experiencing the fault
Awaiting Answer...



Please describe the fault the account is experiencing including any error messages
Awaiting Answer...

Please confirm the status of the account
Awaiting Answer...

Service Level Options
Incident SLA

Once you are finishing following the steps and have clicked the green Submit button you will be taken to the following screen. This is the same as opening an existing call so you will see the reference number, call diary and other key information for the specific Incident. You can also update the call from here too. This is the same screen whether you have completed the wizard for a Service Request or an Incident.

Search... 


F0210488 - Service Request

Active : NS3

★☆☆ How are we doing with this request? Rate!

Apply a new update to this request...

Attach files Apply Update Cancel Request

Request Details Back

Customer Fraser Smith
Site West Lothian Civic Centre
Organisation West Lothian Council

Category Service Request -> User Request
Description Preview NS3

Status Active
SLA Service Request SLA
Priority SR-Priority 4
Logged By SmithF
Owned By SmithF
Support Group APPLICATIONS/2NDLINE/

Log Date 16/04/2018 15:42:08
Respond By 19/04/2018 15:42:08
Fix By 30/05/2018 11:42:08

[Business Process Details](#) >

[Extended Workflow Information](#) >

Diary

	Stage Actions
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16/04/2018 15:42:10 by SmithF Call was accepted by SmithF and the response time was acknowledged and achieved.	
16/04/2018 15:42:08 by SmithF NS3	General Update