



MY SERVICES



Your NC State Service Request
is just a click away...

Car Request
Data/Research Service Desk
Duplicating Service Desk
e-Learning Innovation/Canvas
Facilities Service Desk
IT Service Desk

My Services – Service Desk Portal

Welcome to **My Services** - a web based interface that enables staff, faculty, and adjunct faculty to submit and track the status of their NC State Service Requests on-line:

Car Request – Place a ticket to request fleet car/van service.

Data/Research – A centralized data request center for Staff/Faculty, Student, and Financial data which covers data analysis (charts/graphs), data lists (Excel format), and My Reports. In addition, the *Information Services* queue will service administrative program modifications. Special forms may be needed for data analysis please visit:
<http://www.ncstatecollege.edu/institutional-research>

Duplicating Center Queue– Place your duplicating requests on line without waiting for interoffice mail! You can attach your electronic document directly to your ticket.

eLearning Innovation/Canvas – Canvas and Distance Learning request.

Facilities Queue - Enables staff and faculty to place a ticket for facility services such as: Cleaning, Key Requests, Mail Room, Maintenance and Moves.

IT Service Desk Queue – Place your IT Service requests for office and classroom computers (maintenance, PC moves, & software install), Smart classrooms, audio visual set up for events, printers, copiers, email, network, wireless, phone and voicemail.

Who can enter a ticket?

All staff, faculty, and adjunct faculty will have the ability to login and submit a ticket. At this time students cannot enter a ticket.

What information is needed on a ticket?

Each ticket has required fields that must be completed. The bottom of the ticket has a comment field. Please be as specific as possible giving details of your request. The more details the quicker we can remedy the issue.

Where do I go to enter a ticket?

Roll over Faculty and Staff from our home page and choose My Services from the pop-up menu.

What is my login name and password?

Your Desktop, Outlook Email, My Services, Encore, MyNC and My Password will use the same username and password.

Username - First initial of your first name and entire last name (lower case). *There are a few exceptions for username depending on if is already someone in the system with your username. (For example if there are two jsmiths.)* **Rule of thumb same user name and password that you use to log into your email.** For example: Jessica Monroe's user name would be jmonroe. If you are having trouble logging in please *contact the IT Service Desk at 4734.*

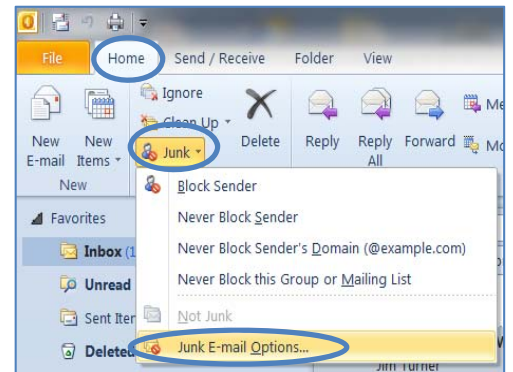
Adding My Services to your Safe Senders in Outlook 2010

If you submit a ticket to any queue in My Services, the system will email you a notice when a change has been made to your ticket. To ensure that you do not miss email communications from My Services, please add the domain **@kbox1100.ncstatecollege.edu** to your **Junk Mail Options > Safe Senders**.

Note: These instructions can be used to add any email address or domain to your Safe Senders. Other suggested email addresses to add to Safe Senders:

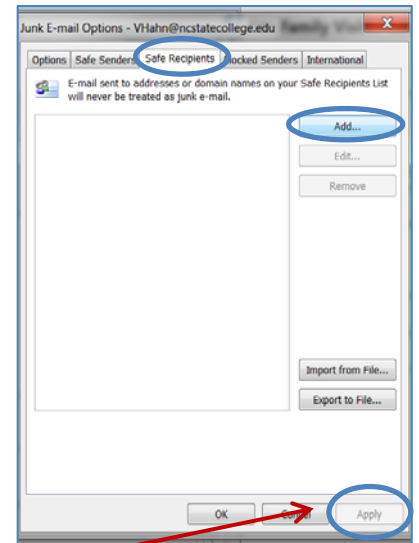
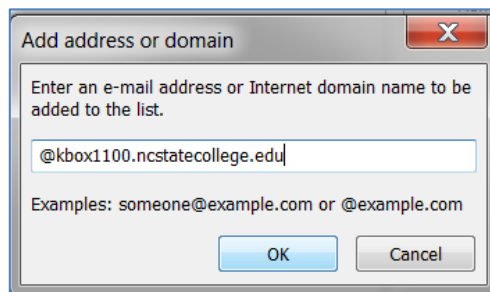
- *datatel@ncstatecollege.edu (for those that work in Encore and are involved in the requisition or approval of requisition process.)*
- *ncstatecollege.edu*
- *ncstudent.net (for all faculty, admissions, SSC, and any area that support students to ensure they get email communication from students.)*

1. From your desktop version of Outlook, click on the **Home** tab then click on the down arrow next to **Junk** and choose **Junk E-mail Options**.



2. In the *Junk E-Mail Options* box click on the **Safe Recipients** tab then click on **Add...**

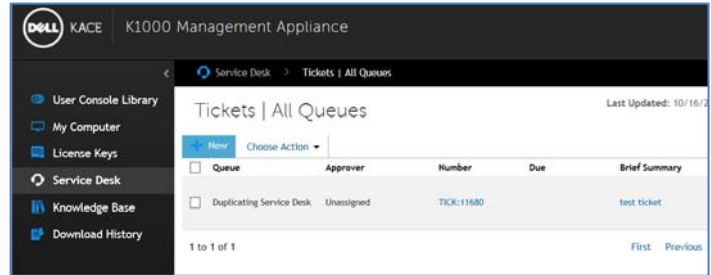
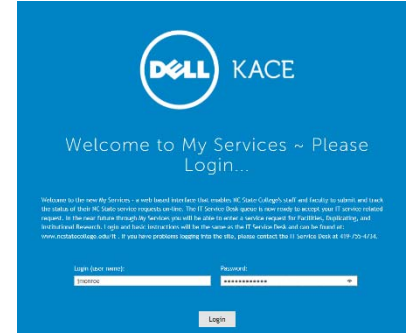
3. In the pop up **Add address or domain** window, type in **@kbox1100.ncstatecollege.edu (or the domain of the receipt)**. Click **OK** and the *Add address or domain* window will close.




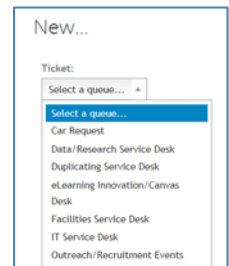
4. In the **Junk E-Mail Options** box click **Apply**, then click **OK**.

Logging into My Services

- 1) From our www.ncstatecollege.edu home page, roll over Faculty and Staff, then choose My Services from the green pop-up menu.
- 2) Type in your user name and password (same as your email). If you have trouble logging in contact the IT Service Desk at ext. 4734.
- 3) Once you login, you will be directed to the “Tickets” page.



- 4) Click on **New** 
- 5) The New window appears. Under **Tickets**: click on the down arrow of **Select Queue** and choose the appropriate queue.
- 6) A **New Ticket** Window will appear. Fill out the appropriate fields and click **Save**.



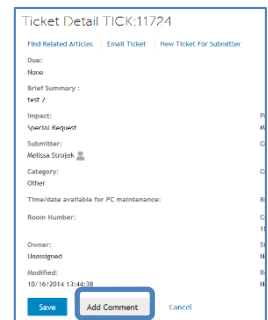
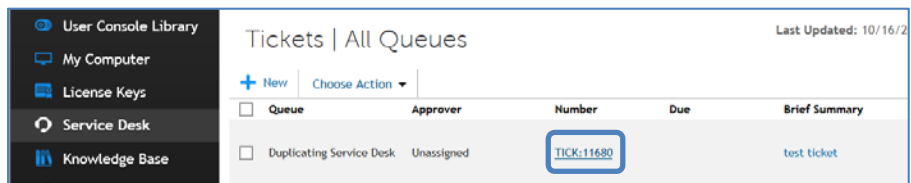
Viewing a Ticket

You can see the status of your ticket and any comments that may have been written in it. *See step one Canceling a Ticket.*

Canceling a Ticket

If you have not saved your ticket yet, you can click **Cancel** and you will be returned to your Service desk view. If you have already saved your ticket you will not be able to close it, however, you can leave a comment in the ticket to cancel your request.

1. From the *Service Desk* view, double click on the ticket number to open it.
2. Once the ticket is opened, click on the **Add Comment** button. Place your comment in the box (for example close ticket I changed my mind) then click **Save**.



Adding Additional Attachments

To add more than one attachment follow the above *Canceling a Ticket* step for Add Comment. Once that window is open you will have the option to Browse and select another document to attach. **Save** when finished adding your document.

Duplicating Service Desk Ticket Assistance

Date/Time Needed By: When Do You Want The Document Returned To You?

Job Description: Is The Title Of Your Document.

Submitter: Your name (the system will automatically fill it in).

Department Number: 5 Digit Department Code (i.e., Facilities—05101; Admissions—03110)

Delivery Method: Delivered To Zip or Pick Up

Campus Zip: Your Office/Room Location (i.e., Duplicating—F1; Financial Aid—KH1; Kehoe—AT27)

No. of Originals: How many pages do you have to copy? (Count both sides) For example if you have a booklet that has five pages printed on both sides you would have ten originals.

Copies per Original: How many copies of each page do you want? For example using the information from the above example, how many finished booklets do you wish to have? 5? 10? 100?

Total Copies: Multiply how many pages times how many copies of each. For instance, if I have a booklet that has five pages printed on both sides I would have ten originals. If I wanted five finished booklets I would then multiple 10 (originals) times (5) finished booklets. My total copies would be 50.

Print Type: Black/White or Color

Paper Color 20# 8.5 X 11: Blue; Green; Yellow; Pink; Buff; Gold; Salmon; Ivory; Tan; Orchid; Gray; Cherry and White.

Paper Color Cardstock 8.5 X 11: Green; Yellow; Pink; Ivory; Blue and White.

Other Paper Size (call for available colors): 8.5 X 14, or 11 X 17.

Finishing (Hold CTRL Key To Select Multiple): Collate—copies will be run as they are listed in the attachment (i.e. a five page document would be ran in the order the amount of finished sets you need); Staple; 3 Hole Punch—on the side or top; Folded—in half, thirds/c or z fold, etc.; Booklet—8.5 X 11 folded in half with staples in the center; Glue-Bound—book binding; Spiral Bound—spiral plastic binding; Sets—stacks of documents as listed in attachment not stapled; Stacks—separated sheets of documents in stacks (all of page 1 in one stack, page 2 in another stack etc.)

Original Sent: Attached; Campus Mail (include ticket #); Hand Delivered (include ticket #).

Comment: **“Any” correspondence to clarify your request is made here.** (All the information you can provide for clarification is greatly appreciated.) Additional addresses or phone numbers, paper requests, importance of delivery, special requests, etc.....

Attachment: This is where you can attach your electronic document.

****CANCELLATION OF A TICKET:** Please see page 4 for instructions.

IT Service Desk Ticket Assistance

New Ticket
The K1000 Service Desk

Summary: **A** (required)

Impact: **B** 1 person can't work (required)

Submitter: **C** Beth Price

Contact Phone: **D** (required)

Category: **E** Please select a category (required)

Building: **F** Please select one... (required)

Room Number: **G** (required)

Comment: **H**

Attachment: **I** Browse...

Session Timeout: 1 hour 0 minutes

J

(A) Summary - a short description of reason for the ticket.
(B) Impact - a drop down menu gives you choices of the impact this request has.
(C) Submitter - The person who is submitting the request and will automatically be filled in.
(D) Contact Phone - your office phone number .
(E) Category - a drop down menu that sometimes gives other drop down menus. Please select all that applies.
(F) Building - a drop down menu gives you building choices.
(G) Room - The room number.
(H) Comments - additional information you would like to give regarding the request. Please give specific details!
(I) Attachment - you can attach any document, form or jpg. Click on Browse, locate your document, click on it to highlight, then click **Open**.
(J) Save - Don't forget to save your request!

Audio/Visual Setup– Request AV setup (projector/laptop/sound etc.) for your event.

Audio/Visual Maintenance–Smart cart repair.

Class/Lab A/V Repair – Smart technology classroom repair or maintenance. (projector, sound, Smart Board, DVD etc)

Class/Lab PC Maintenance –Classroom and lab PC repair or maintenance.

Class/Lab Software Install – Special software or updates in a classroom or on lab computer(s).

Encore Administration – Request special Encore access or program changes.

Encore Financial Prog/Analysis –Request Encore Financial application changes.

Encore Financial Reports – Request financial data from Encore.

Encore MyNC – Logging into MyNC and MyNC related issues.

Encore Student Prog/Analysis – Request Encore Student application changes.

Encore Student Reporting – – Request student data from Encore.

Email Staff/Faculty Password Reset – Reset your email password.

Email Staff/Faculty Other – Report other issues with your college email account.

Email Student Password Reset – Reset a student’s email password.

Email Student Other – Report other issues with a student’s email account.

Network Connect/Login – Report problems logging into your computer, accessing network drives, or internet issues.

Office PC Maintenance – Report problems with your office PC such as virus, slow, not turning on and related peripherals– such as monitor, keyboard and mouse.

Office PC Software – Request a software installation or upgrade.

Phone Install/Repair – Request a phone installation or to report a phone not working properly.

Phone Voice Mail – to request your voice mail password to be reset or to request changes in your voice mail account.

Printer Toner – Request a toner for a printer/copier – please make sure model number is in comment field.

Printer Install/Repair – Report a printer not functioning or to request a printer to be installed.

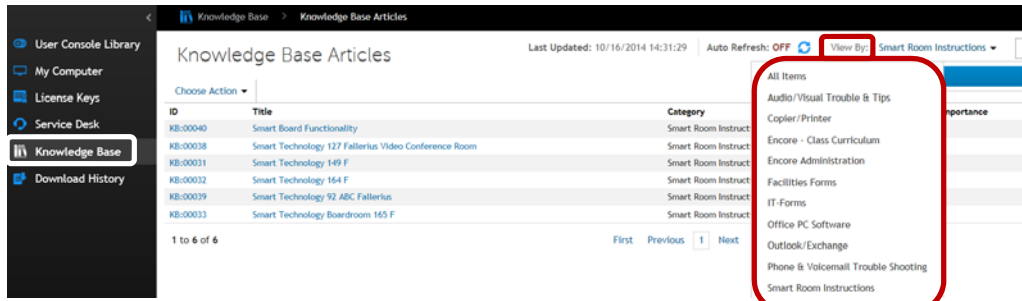
Using Knowledge Base

(note: most of this information is from the K1000 Service Desk Administrator's Guide)

The Knowledge Base tab allows you to view documentation, FAQs, or other self-help information.

To access Knowledge Base: once you are logged into **My Services**, click on the **Knowledge Base** tab.

Users can view the Knowledge Base articles through the User Interface and sort them by Article ID, Title, Category, Platform, or Importance. They can search article contents by using keywords.



Note: For easy reference we have created the following categories to reference documentation which will be displayed when you click on **View by:** then **Category**.

- Audio/Visual Trouble Shooting
- Class/ Lab PC Maintenance
- Class/Lab Software
- Encore Administration
- Encore Curriculum
- Encore Financial Prog/Analysis
- Encore Financial Reports
- Encore MyNC
- Encore Student Prog/Analysis
- Encore Student Reports
- Email Staff/Faculty
- Email Student
- KACE Documentation
- Network Connection/Login
- Office PC Maintenance
- Office PC Software
- Phone & Voicemail Trouble Shooting
- Printer Trouble Shooting

User Satisfaction Survey

Once your ticket has been completed you will receive an email referencing your closed ticket information with a link. You will need to be on campus for this link to work.

A sample email:

Your (summary of your ticket is listed) has been closed and we are interested in your feedback regarding your overall satisfaction with our handling of the issue.

Please visit the IT Service Desk at <http://kbox1100/userui/ticket?ID=209> and submit your rating and comments.

Thank you for taking the time to improve our services to you and other

By clicking on the link you will be directed to My Services login window. Once you login your original ticket will appear. You may read the comments on the ticket. Towards the bottom will be a yellow box to rate your service experience. A comment box is also available.

The screenshot shows a web browser window displaying a ticket management page. The URL is <http://kbox1100/userui/ticket.php?ID=209>. The page displays ticket details for a ticket owned by Kelly Bussart, which is currently closed. A yellow box highlights the user satisfaction survey section, which includes a rating scale from 'Poor' to 'Excellent' and a text area for comments. Below the survey, there are buttons for 'Save', 'Add Comment', 'Save & Create Child', 'Save & List', 'Cancel', 'Add Work', and 'Duplicate'. The session timeout is set to 59 minutes.

Owner:	Kelly Bussart	Filter:	(10)
Status:	Closed		
Modified:	2011/11/02 11:40:39		
Resolution:	<input checked="" type="checkbox"/>		
Machine:	Unassigned	Filter:	(20/457)
Asset:	Unassigned	Filter:	(20/459)

Please tell us about your recent help desk experience...

Overall Experience: Poor Excellent

Comments:

Save

CC List: None

Session Timeout: 59 minutes

Add Comment Save Save & Create Child Save & List Cancel Add Work Duplicate

Create KB Article