

IT Service Desk Online

User Guide for CQUniversity Students & Staff

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The **IT Service Desk Online** (<http://itservicedesk.cqu.edu.au>) is a web-based program that enables students and staff to log their IT service requests and enquiries with the ITD Service Centre.

These requests can vary based on the range of IT services CQUniversity provides. Students and staff can use the *IT Service Desk Online* to seek assistance with using different systems or resources.

For example: I'm having trouble accessing my CQUniversity Mail account. What should I do?

How to access the IT Service Desk Online

Staff and students can open the *IT Service Desk Online* via <http://itservicedesk.cqu.edu.au>

The IT Service Desk Online is available on the [CQUni TECHNOLOGY website](#) by clicking on “**Log an IT Request**” or the “**IT Service Desk Online**” button (pictured right).

Staff working on campus can also open the *IT Service Desk Online* by double-clicking on the icon that is available on their computer (example pictured bottom-right) or pressing “**Shift + F11**”.

To log into the *IT Service Desk Online*, students and staff will need to enter their CQUniversity username and password.

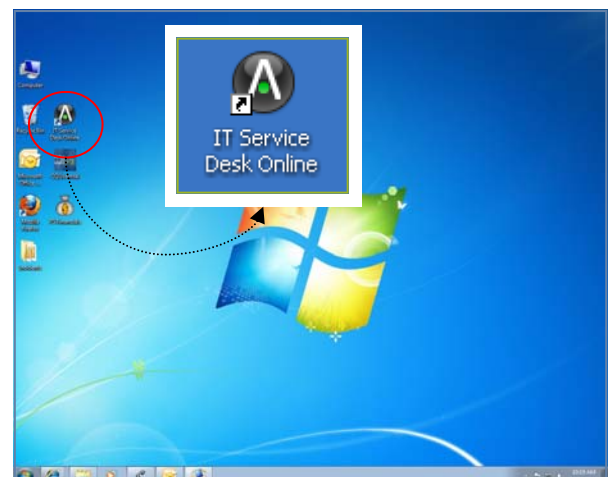


Welcome to IT Service Desk Online!

Please enter your login information

User Name:

Password:



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Create and submit an IT Request

- Once students and staff log into *IT Service Desk Online* (<http://itservicedesk.cqu.edu.au>), a new **"Welcome to the IT Service Desk Online"** window will open.

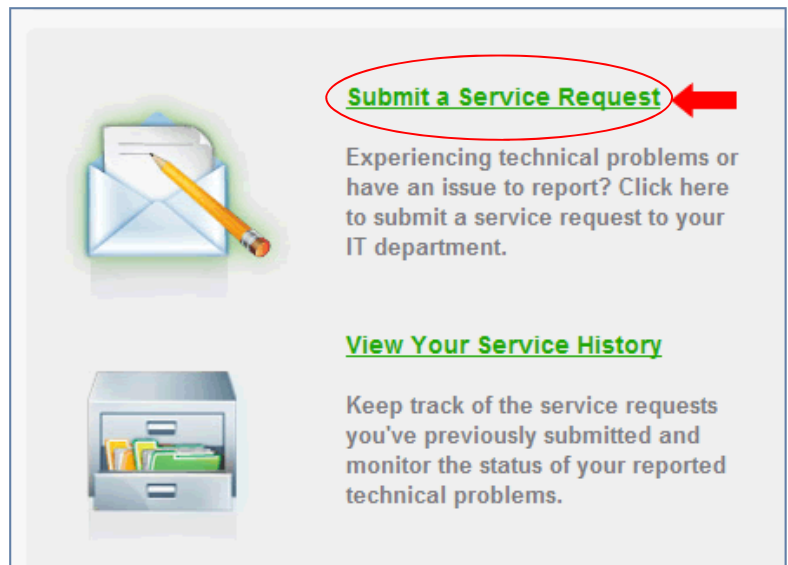
Select the **"Submit a Service Request"** option (pictured right).

- A **"Submit Service Request"** window will open.

Please complete each of the fields in this window (pictured below).

It is important that students and staff specify the following:

- A **"Description"** for the request or enquiry.
- Identify the level of **"Urgency"**.
- Include your contact details.**



The more information students and staff can provide regarding their request or enquiry, the easier it will be for the ITD Service Centre to help resolve the issue.

Submit Service Request

Quick List Description:

Category:

Title:

Description:

Urgency:

Asset:

Attachments:

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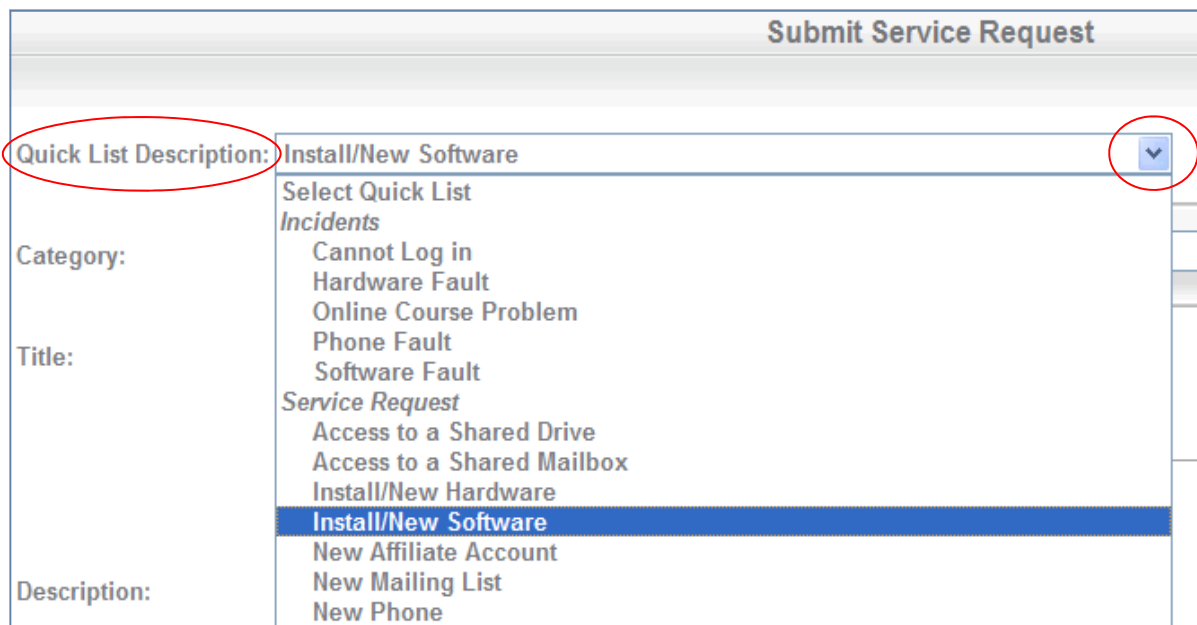
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3. The **“Quick List Description”** drop-down menu is available from the top of the *Submit a Service Request* window.

Click the **“Quick List Description”** drop-down menu to view the possible request description options.

When students and staff select one of these options, the system will automatically update the information required in the request’s **Category**, **Title** and **Description** fields.

*Note: If the automated list of description options does not include your specific request or enquiry, please complete the **“Title”** and **“Description”** fields and include as much detail as possible regarding your situation.*



The screenshot shows the 'Submit Service Request' form. The 'Quick List Description' dropdown menu is open, displaying a list of options. The option 'Install/New Software' is highlighted in blue. The dropdown menu is circled in red. The form fields are labeled 'Category:', 'Title:', and 'Description:'.

Submit Service Request	
Quick List Description:	Install/New Software
Category:	Select Quick List
Title:	Incidents
	Cannot Log in
Description:	Hardware Fault
	Online Course Problem
	Phone Fault
	Software Fault
	Service Request
	Access to a Shared Drive
	Access to a Shared Mailbox
	Install/New Hardware
	Install/New Software
	New Affiliate Account
	New Mailing List
	New Phone

4. Students and staff must identify the level of urgency for their request or enquiry.
- Click the **“Urgency”** drop-down menu to select a recommended timeframe for your request.



The screenshot shows the 'Urgency' dropdown menu. The option 'Within 1 month' is selected. The dropdown menu is circled in red.

Urgency:	Within 1 month
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Note: During peak periods throughout the term, there may be delays in responding to your request. Please be assured that the ITD Service Centre is working to respond to your request or enquiry.

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5. Students and staff have the option to add an **attachment** if they would like to provide the further information regarding their IT request or enquiry. A total of 3 attachments can be added and these may include screenshots or files relating to the request.

- a. To add an attachment click the **"Add"** button.
- b. Click **"Browse"** to locate your file and **"Open"** once it is selected.
- c. Select **"Attach Files"** to upload the attachments to the request.

6. Once each of the fields for the online IT request have been completed, click **"Submit"**

A **Thank you** window will open and display the

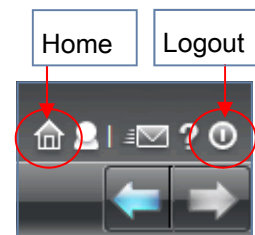
- *Resolution Due Date* and the
- *Service Request Number*.

7. The new IT request will now be saved and tracked in the *IT Service Desk Online* system. It can be viewed by selecting the **"View Your Service History"** link (pictured right).

8. Once an IT request has been submitted to **IT Service Desk Online**, students and staff will receive an email to confirm the request has been successfully received by the ITD Service Centre.

9. To return to the main *IT Service Desk Online* window, click the **"Home"** icon in the top-right corner .

To logout from *IT Service Desk Online*, click the **"Logout"** icon (pictured right).



View Your Service History										
Your Service Requests - Records 1 - 1 of 1										
Show All << 1 of 1 >>										
Search <input type="text"/>										
Status: Active										
#	Modify time	Category	Sub Category	Title	Description	Status	Assigned to	Urgency	Priority	Solution
42	30/11/09 15:26	Desktop Services	Software	Install/New Software	Software Required:Username:Building and Room Number:Phone	New	none	Within 1 month	Low	

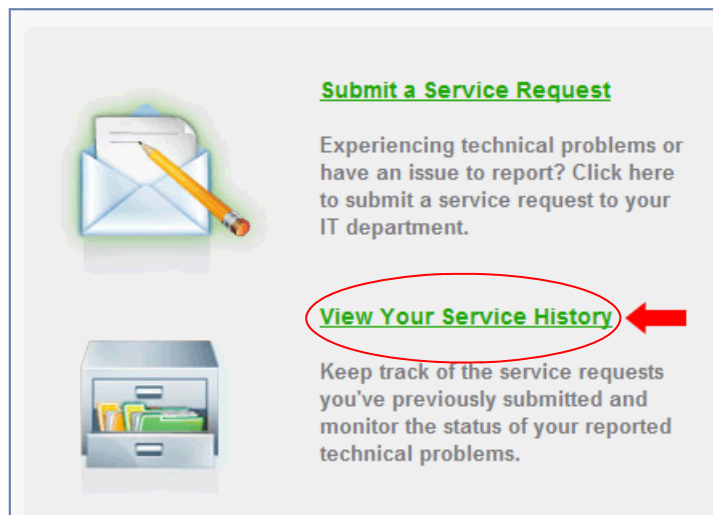
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View, Modify or Cancel an IT Request

Students and staff can use the *IT Service Desk Online* to view, modify, or cancel any IT requests they have previously submitted to the ITD Service Centre.

1. Log into **IT Service Desk Online** using your CQUniversity username and password.
<http://itservicedesk.cqu.edu.au>
2. Click on the **“View Your Service History”** link (pictured below).



3. Select the request number that you would like to view, modify or cancel (example below).

#	Modify time	Category	Sub Category	Title	
42	30/11/09 15:26	Desktop Services	Software	Install/New Software	Software Re and Room I

Note: students and staff can list their IT requests based on the various fields. Simply click on the heading of a field to list your requests in a new order.

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4. The request will open in a new window.

As necessary, students and staff have the option to:

- Add notes or further information regarding the request in the **"Notes"** section.
- Add additional **attachments**.
- Cancel the request by selecting the **"Close a service request"** box (pictured below).

5. Click **"Submit"** once you have made the necessary changes to the request information.

Service Desk - Service Request # 20		
Title:	Tet	
Description:	test	
Category:	Application ABC Administration Other	
Solution:		
Modify time:	27/11/09 15:25	
Status:	New	
Urgency:	Within 1 month	
Priority:	Low	
Assigned to:	none	
Notes:	Nathan White (27/11/09 15:22): Test Note ----- Nathan White (27/11/09 15:25): Test Note	<input type="button" value="Add a note"/>
Attachments:	<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Remove"/>	
	<input type="checkbox"/> Close a service request	<input type="button" value="Submit"/>

Need assistance with submitting an IT request online?

Staff and students can contact the **ITD Service Centre** directly if they are experiencing any issues when submitting an IT request online.

Phone: 1300 666 620

Email: servicedesk@cqu.edu.au

Internal Extension: 9233

Online Request: <http://itservicedesk.cqu.edu.au>

International: 61 7 4930 9233

Website: <http://cqunitech.cqu.edu.au>