Introduction

Self Service & IT Service Request is University IT's online portal for requesting assistance, reporting a problem, and managing select University IT services.

Accessing the Service

1. Visit www.rochester.edu/it
2. Click [Need Help?]
3. Select [Self Service & IT Service Request] from the left menu
4. When prompted, enter your domain credentials
   - ✓ Domain credentials are the username and password you use to log into your computer at work, or access email via webmail, including your ur\ or urmc-sh\ designation
   - ✓ Examples: ur\jsmith or urmc-sh\jsmith

Submitting a Ticket

To request assistance or report a problem with an IT service, submit a ticket

1. Select the [Service Requests] tab at the top of the home page
2. Select [Submit a Ticket (New Issue)]
3. Your name and contact information will be populated automatically
4. Describe in detail what you would like assistance with or the problem you are experiencing. Be sure to include, when applicable:
   - ✓ The service or system being used
   - ✓ The time the issue occurred
   - ✓ If there are others in your department or group experiencing the same problem

   - ✓ Location (e.g., physical building, site address, campus area, etc.)
   - ✓ Alternate contact information (if different from the automatically populated information at the top of the form)

5. Use the Journals section to include additional information
6. Use the Attachments section to include a file (e.g., screenshot of an error message, diagram of room layout)
7. When finished, click [Submit] at top of page
8. A popup window will appear displaying your ticket number and description
9. Click [OK] to confirm the information and submit the ticket to University IT
10. You will receive an automated email confirmation from University IT that includes your ticket number and description

Submitting an IT Service Request

To request new IT service or to change or disconnect existing IT service:

1. Select the [Service Requests] tab at the top of the home page
2. Select the service you would like to add/change/remove from the list of available service requests
3. Your name and contact information will be populated automatically
4. Complete the appropriate Details section for the service being requested

   Note: Fields denoted with a * are required to process the service request.

5. Check the [Urgent] box to request expedited completion of your request. This may incur additional costs
6. Manually enter or select the [Desired Completion Date] from the calendar
7. Enter the ledger and subcode information to bill any associated one-time and/or recurring costs for the service request
8. Use the Journals section to include additional information
9. Use the Attachments section to include a file (e.g., screenshot of an error message, diagram of room layout)

   Important: *After all information has been entered, the form must be authorized*

10. Next to the [Submit] button, enter the last name of a person in your department who is authorized to approve the service request.
11. Press [Tab] to view possible matches for the name provided
12. Select the approver name and click [OK]
13. When finished, click [Submit]
14. Click [OK] to submit the request to University IT for processing
15. Both you and the request approver will receive an automated email confirmation from University IT with the service request number and a description of the service requested
16. The request approver must approve or deny the service request before University IT will begin work on your request (see Approving an IT Service Request)

    Note: Requests which do not receive a response within ten business days will automatically be closed.

Approving an IT Service Request

After a service request is submitted, an email is sent to the request approver from "UnivIT Notifications." The email contains detail of the request and instructions for approving or denying the request.

To approve or deny a service request:
1. Open the message in your email program
2. Select reply
3. Add "APPROVE" or "DENY" to the subject line of the email message
4. Send the message

Checking Request Status

You may check the status of your tickets and IT service requests at any time:
1. Select the [Issue Tickets] tab at the top of the home page. A list of all tickets and service requests you have submitted will be displayed, including information about:
   - ✓ Ticket or request number (CallID)
   - ✓ Current status (CallStatus)
   - ✓ Date submitted (RecvdDate)
   - ✓ Date last modified (ModDate)
   - ✓ Date completed (ClosedDate)
   - ✓ Description of the request (CallDesc)
   - ✓ The type of request (CallType)

2. Review a specific ticket or request by clicking the request number

   Note: Requests awaiting approval from the request approver will display in a Pending status until University IT receives a response. Requests which do not receive a response in ten business days will automatically be closed.

Cancelling or Correcting a Request

To cancel or correct a request submitted via Self Help & IT Service Request, contact University IT at (585) 275-2000.

Note: Your ledger(s) may incur charges for any work completed using incorrect information.

User guides and self help documentation for many University IT services can be found in our Knowledge Base. To get started, visit www.rochester.edu/needhelp.

The paper-based IT Service Request Form will remain available; however, University IT encourages users to submit their requests online to optimize service and support the University's sustainability initiatives.

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Self Service

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IT Service Request

Quick Reference Guide

For Information or Assistance:

University IT

Phone: (585) 275-2000
Email: univithelp@rochester.edu
Online: www.rochester.edu/it