NSU Service Manager Application

✓ For each support request users need to submit a ticket using the NSU service Manager.
✓ On your desktop you are going to find the NSU service manager icon, double click on the icon for the application to be launched.
✓ If you cannot access the ticketing system by clicking on your desktop icon you can use the following link: [http://www.nova.edu/servicedesk/](http://www.nova.edu/servicedesk/)
  ▪ Use your Sharklink credentials to access the Service Manager Portal.

Navigation

Let's take a look at the Navigation of the new Service Manager...

On your left hand side, we have the Navigation Menu.

Choose the type of issue or request you have from the icons showing here.
Navigation Menu

My Requests

My Requests - is where you will find all requests that you submit.

AV or Video Conference Form – When you select AV OR Video Conference Form, you will be taken to another page where you can complete the form and submit your VC request form.

https://www.nova.edu/portal/oit/video-audio-requests/

OIIT Intake Requests — When you select OIIT Intake Requests, you will be taken to another page where you can complete the form and submit your request.

http://www.nova.edu/oiit/project-support/index.html

Categories

In the middle of your screen, you have several categories of Issues for which you can submit a request.

- The first Category is: Account and Access Issues
  Use this category if you need have an issue or need assistance with password or login on issues.

- The second Category is: Hardware issues
  Use this category if you have an issue or need assistance with any type of hardware. Please pick the appropriate hardware category from those available.

- The third Category is Software issues
  Use this category if you need assistance with software or applications. Choose the specific application or use the “Other Software Issues” form if the software/application does not have a specific form. Please note, use the Blackboard form for Blackboard, GoToTraining, Echo360 and Tegrity issues.
How to Submit a ticket

✓ For purposes of this example we are doing to show you how to submit a request/ticket to report a on a Computer issue.
  o From the dashboard, select the “Computer Issues” icon (as shown below)

- Fill out the form and provide as much details as possible regarding your issue
- Click “Add” to attach any supporting documentation
- Click “SAVE” to submit your ticket