

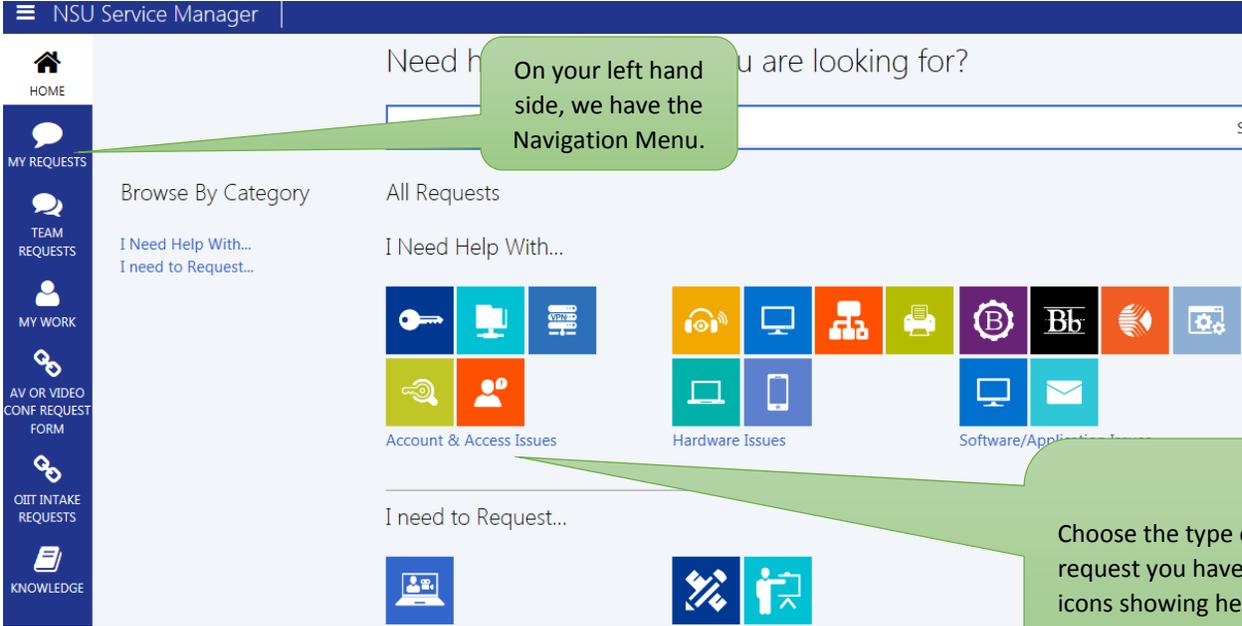
## NSU Service Manager Application

- ✓ 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/>
  - Use your Sharklink credentials to access the Service Manager Portal.



## Navigation

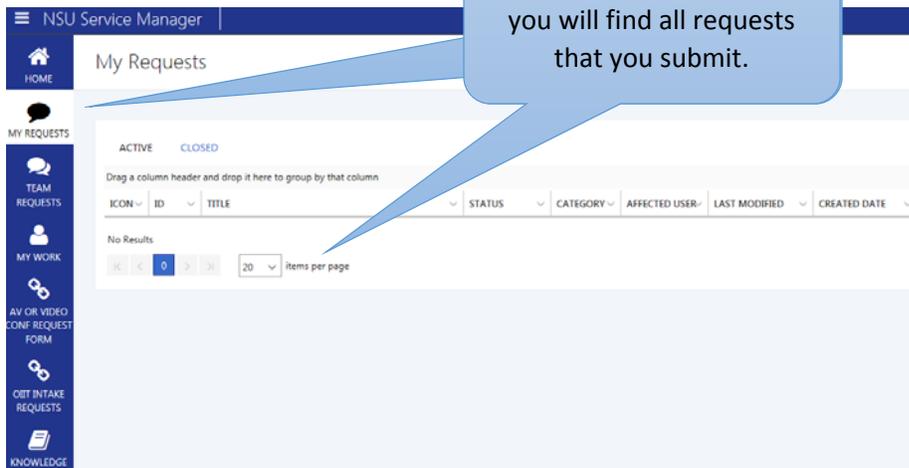
Let's take a look at the Navigation of the new Service Manager...



The screenshot shows the NSU Service Manager application interface. At the top, there is a search bar with the text "Need help with... you are looking for?". Below the search bar is a navigation menu on the left side, which includes options like HOME, MY REQUESTS, TEAM REQUESTS, MY WORK, AV OR VIDEO CONF REQUEST FORM, OIIT INTAKE REQUESTS, and KNOWLEDGE. The main content area is divided into sections: "Browse By Category" and "All Requests". Under "Browse By Category", there is a section titled "I Need Help With... I need to Request..." which contains a grid of icons representing different issue categories: Account & Access Issues, Hardware Issues, and Software/Applications Issues. A green callout box points to the navigation menu, stating "On your left hand side, we have the Navigation Menu." Another green callout box points to the grid of icons, stating "Choose the type of issue or request you have from the icons showing here".

# Navigation Menu

## My Requests



**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/oiit/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.



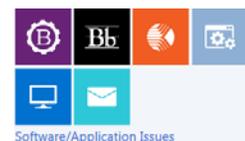
Account & Access Issues

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



Hardware Issues

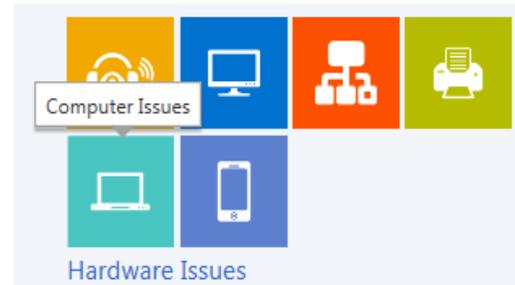
 The **third Category** is **Software issues**  
Use this category if you need assistance with software or applications. Choose the specific application or use the “Other Software Issues” form if the software/application does not have a specific form. Please note, use the Blackboard form for Blackboard,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



Software/Application 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.
  - From the dashboard, select the “Computer Issues” icon (as shown below)



NSU Service Manager

### Request Form

PLEASE DESCRIBE THE ISSUE IN DETAIL, AS WELL AS ANY TROUBLE SHOOTING STEPS THAT HAVE BEEN TAKEN: (REQUIRED)

My computer is re-booting automatically every 5 minutes. I hear a beep when the OS is coming up.

LOCATION: (REQUIRED)  
DeSantis

ROOM: (REQUIRED)  
DeSantis 3096

PLEASE SELECT THE IMPACT: (REQUIRED)  
Me

PLEASE SELECT THE URGENCY: (REQUIRED)  
Can't do some work

PHONE NUMBER: (REQUIRED)  
954-262-HELP

PLEASE SELECT THE AFFECTED COMPUTER:  
Comp # 3

PLEASE ATTACH ANY SUPPORTING FILES AND/OR SCREEN SHOTS:  
Add

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

PLEASE ATTACH ANY SUPPORTING FILES AND/OR SCREEN SHOTS:

Add

FILE NAME	TYPE	ATTACHED DATE	ATTACHED BY

Remove

SAVE