



Getting Help

IT Self-service Portal (Can't log in)



You are a student or member of staff at Leeds Trinity University and you can't log into your University account

We use a Self-service Portal to deal with IT incidents and requests. It is a browser-based system.

How it works:

Category	Outgoing Email
From *	support@leedstrinity.ac.uk
From Name	[Redacted]
To *	email@example.com
CC	
BCC	
Subject *	Incident# 12345 - Equipment request

- You make an **incident** or **request** using the Self-service Portal;
- We will update you on the progress of your incident or request via the Self-service Portal. Messages will be sent to your email address from support@leedstrinity.ac.uk. The incident or request number will be in the subject line as **#Incident 12345** or **#Request 12345**;
- If you reply to us, **make sure the subject line still contains this phrase** so we can find it, otherwise a new incident will be created and we will have to track down the information, which will take time;
- When the issue is resolved, we will mark it as resolved in the Self-service Portal, and you will get a message to your email address. If the issue is NOT resolved, you can **reply to the resolution message** to re-open the incident or request.

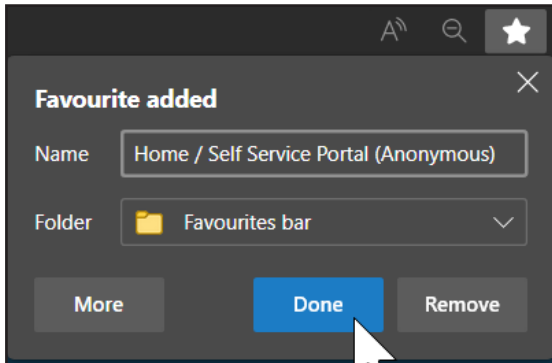
This guide will show you how to log an incident using the portal. You will learn two things:

1. How to access the Self-service Portal;
2. Log an incident.

The guide begins on the next page.



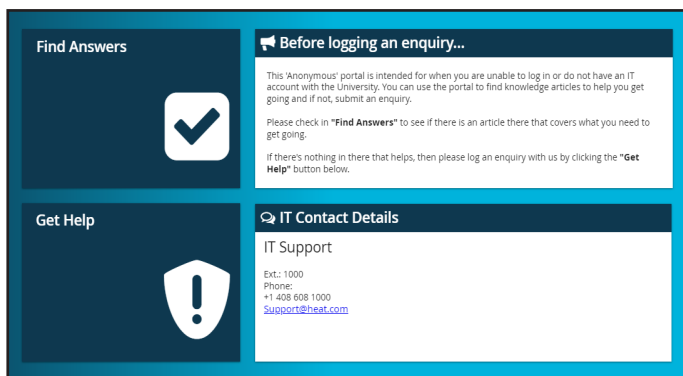
FIND THE SELF-SERVICE PORTAL:



The URL is itu.ivanticloud.com/Modules/SelfService/?AnonymousRequest=yes#home

If this is the first time you're using the service, make a **bookmark** of this page in case you need it again in the future.

The main Self-service Portal for **logged-in** University accounts is itu.ivanticloud.com



On the landing page there are two sections:

- Find Answers
- Get help

Self-Service Portal landing page (March 2022)

Choose **Find Answers** to get advice and information on:

- Setting up the Microsoft Authenticator app
- Changing your own password using Microsoft Authenticator
- Resolving VPN issues

If your question is not answered, continue to follow this guide.

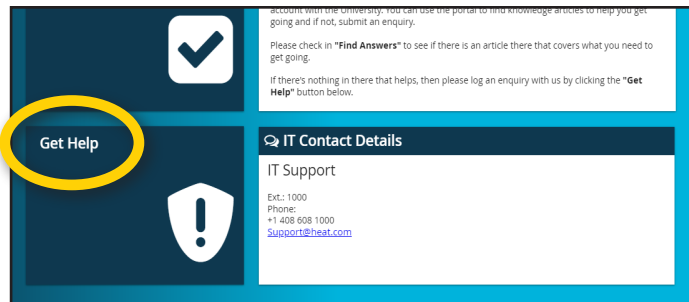
The guide continues on the next page.



CREATE AN INCIDENT:

Create an incident if you need us to reset your password because you cannot do it yourself, or if your account has become blocked, disabled or has expired.

STEP 1:



Self-Service Portal landing page (March 2022)

On the landing page, choose Get help.

STEP 2:

The next page will remind you that you should only use this form if you can't log into the Self-service portal using your University account.

From the drop-down menu, tell us whether you're a **student, staff member** or **other**.

Enter your name and **University username**. If you're a student, your username is the same as your **student number**.

From the next drop-down menu, tell us if you have **ever** logged in with your account before (this might not be the case if you are a new starter, for instance).

Enter your **personal** email address and a contact phone number. We will use these to send you updates.

Select the type of request. The options are:

- Password reset
- Other account access issues
- Other non-access-related issue

In the next section, tell us as much as you can about your issue, then click **Review & Submit**.

You will see a confirmation of your incident. When the IT Helpdesk team receives your incident, it will be assessed and resolved as soon as possible.

Thank you for using our new Self-service Portal. You have now completed this guide.