

## **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.

| Category        | Outgoing Email                      | <ul> <li>You make an incident or request<br/>using the Self-service Portal;</li> </ul>  |
|-----------------|-------------------------------------|---|
| From *          | support@leedstrinity.ac.uk          | <ul> <li>We will update you on the progress of your</li> </ul>  |
| From Name       |                                     | incident or request via the Self-service Portal.<br>Messages will be sent to your email address   |
| To <sup>*</sup> | email@example.com                   | from support@leedstrinity.ac.uk. The incident<br>or request number will be in the subject line  |
| сс              |                                     | as #Incident 12345 or #Request 12345;   |
| BCC             |                                     | <ul> <li>If you reply to us, make sure the subject line stil</li> </ul>   |
| Subject*        | Incident# 12345 - Equipment request | 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<br>resolved in the Self-service Portal, and you will<br>get a message to your email address. If the issue<br>is NOT resolved, you can reply to the resolution<br>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.



## 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 <u>Itu.ivanticloud.com</u>

| ≓ Before logging an enquiry  |  |
|--|--|
| This 'Anonymous' portal is intended for when you are unable to log in or do not have an IT<br>account with the University. You can use the portal to find knowledge articles to help you get<br>going and if not, submit an enquiry. |  |
| Please check in "Find Answers" to see if there is an article there that covers what you need to<br>get going.  |  |
| If there's nothing in there that helps, then please log an enquiry with us by clicking the "Get Help" button below.  |  |
| ♀ IT Contact Details   |  |
| IT Support   |  |
| Ext: 1000<br>Phone:<br>+ 14 08 608 1000<br>Support@heat.com  |  |
|  |  |

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.

On the landing page there are two sections:

- Find Answers
- Get help



### **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:**

|          | Account with the conversion, not can use the portain to into Anowenge at tubes to neep you get<br>going and if not, submit an enquiry.<br>Please-facek in <b>*Find Answers</b> * to see if there is an article there that covers what you need to<br>get going.<br>If there's nothing in there that helps, then please log an enquiry with us by clicking the <b>*Get</b><br><b>Help*</b> button below. |
|----------|---|
| Get Help | Q IT Contact Details IT Support Ext:1000 Phone: +1 488 508 1000 Support@heat.com  |

Self-Service Portal landing page (March 2022)

| Self Service Portal 🕶  | Anonymous User<br>Anonymous ~                              |  |  |  |
|--|--|--|--|--|
| ✔ Service Catalogue  |  |  |  |  |
| Log a ticket if you can't log into the<br>This form is for anyone who can't log in to the portal - eit   | e Portal<br>ther if their login account doesn't work or if |  |  |  |
| they don't have one.   |  |  |  |  |
| Service options  | <b>^</b>   |  |  |  |
| About this form  |  |  |  |  |
| This form is only to be used if you can't use a Leeds Trinity University IT account to log into the<br>self service portal.  |  |  |  |  |
| When you log into the portal with a University username, you will see a number of different requests<br>that can be made, and you can check and update your logged tickets yourself.<br>With this form you unfortunately wort be able to see the details of the ticket after you've logged it. |  |  |  |  |
| You will be contacted via the details you supply in the form, so please ensure that they are correct.  |  |  |  |  |
| Tell us who you are  | <u>ہ</u>   |  |  |  |
| I am a *   |  |  |  |  |
|  | ~  |  |  |  |
| Your name *  |  |  |  |  |
|  |  |  |  |  |
| Your username (if you know it)   |  |  |  |  |
|  |  |  |  |  |
| Have you logged in with your account before? *   |  |  |  |  |
|  | ~  |  |  |  |
| Email address *  |  |  |  |  |
|  |  |  |  |  |
| Contact phone  |  |  |  |  |
|  |  |  |  |  |
| What sort of issue/request do you have?  | <ul> <li>•</li> </ul>                                      |  |  |  |
| (a   |  |  |  |  |
| Type of request  | ~  |  |  |  |
|  |  |  |  |  |
| Your Problem or Request  | ٢  |  |  |  |
| Problem or request details *   |  |  |  |  |
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|  |  |  |  |  |
| Review & Submit Cancel   |  |  |  |  |

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 Selfservice 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 <u>Review & Submit</u>.

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.

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