Getting Help

IT Self-service Portal (Students)

ivanti

Something stopped working or you need help with Remote Access, MS Teams, accessing your files, installing software on your laptop, additional IT access...

We use a Self-service Portal to deal with IT incidents and requests. It is a browser-based system, which links with your university email.

How it works:

Category	Outgoing Email ▼
From *	support@leedstrinity.ac.uk
From Name	
To *	@leedstrinity.ac.uk
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.
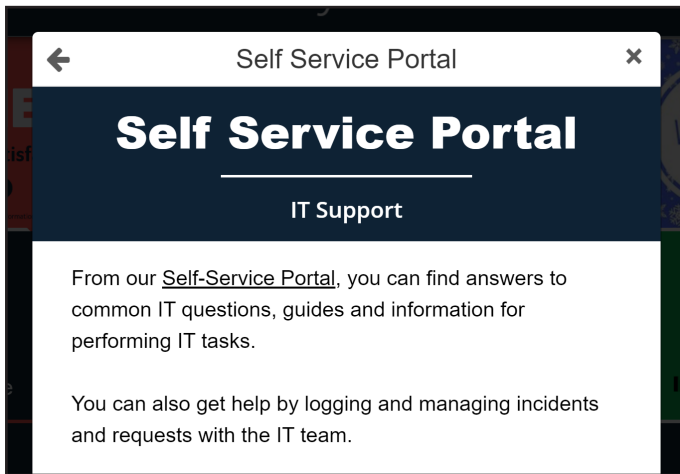

This guide will show you how to log an incident or a request using the portal. You will learn three things:

1. How to access the Self-service Portal;

2. Log an incident;

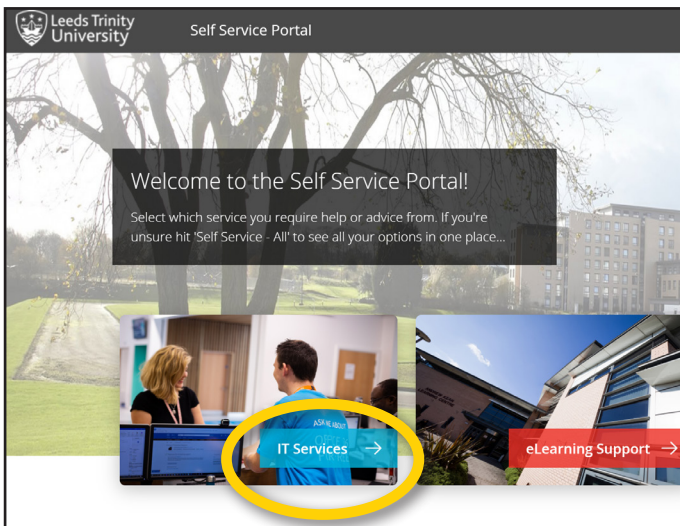3. Make an IT request.

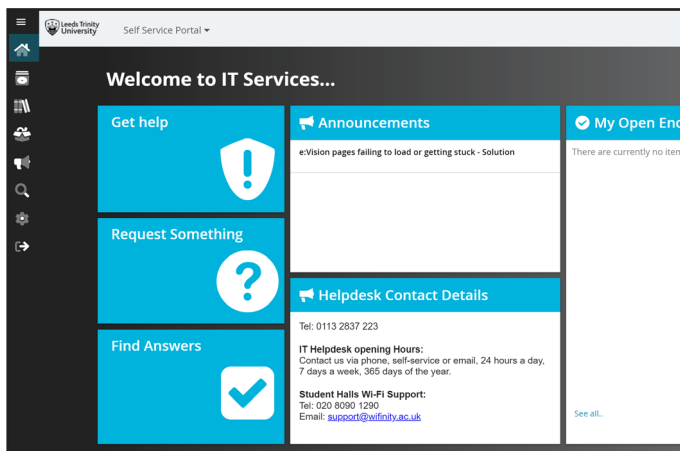**The guide begins on the next page.**

FIND THE SELF-SERVICE PORTAL:

The URL is **ltu.ivanticloud.com**

In the myLTU app or web-app (**myltu.leedstrinity.ac.uk**), click the **IT Support tile** and select **Self-Service Portal**.

Self-Service Portal landing page (March 2022)

From the main landing page, click **IT Services**

On the IT Services page there are three sections:

- **Get help**
- **Request Something**
- **Find Answers**

If you have a question, check to see if it has been answered already in **Find Answers**. If your question is not answered, continue to follow this guide.
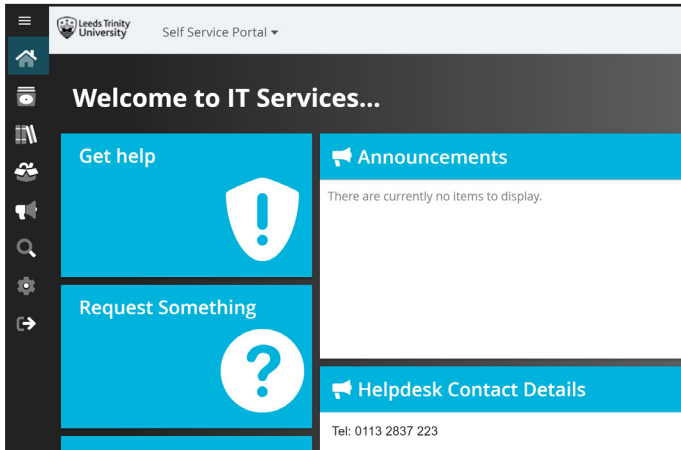
The guide continues on the next page.
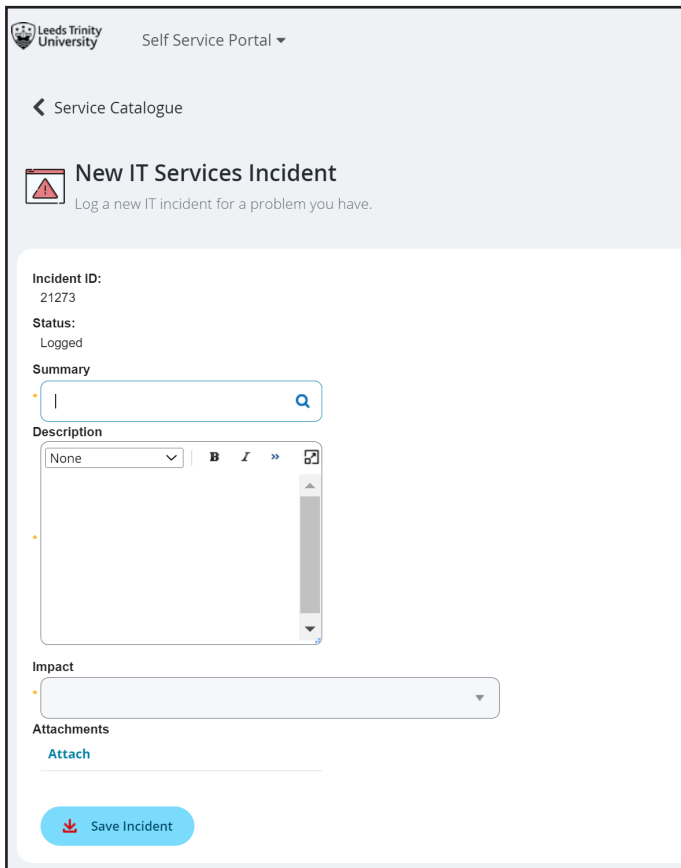
CREATE AN INCIDENT:

Create an incident when something that used to work fine has stopped working. Use this option only if your question has not been answered in **Find Answers**.

STEP 1:

On the **IT landing page**, choose **Get help**.

STEP 2:

Complete the form.

Add a summary and more-detailed description of the problem you're facing. **Add as much information as you can.**

Under "Impact", select the correct option for **how many people** the problem affects.

Attach files if they will help us understand and diagnose the problem.

Then click **Save Incident**.

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.
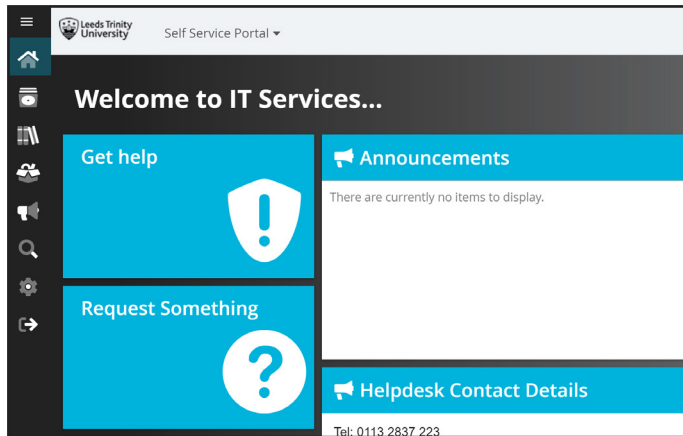
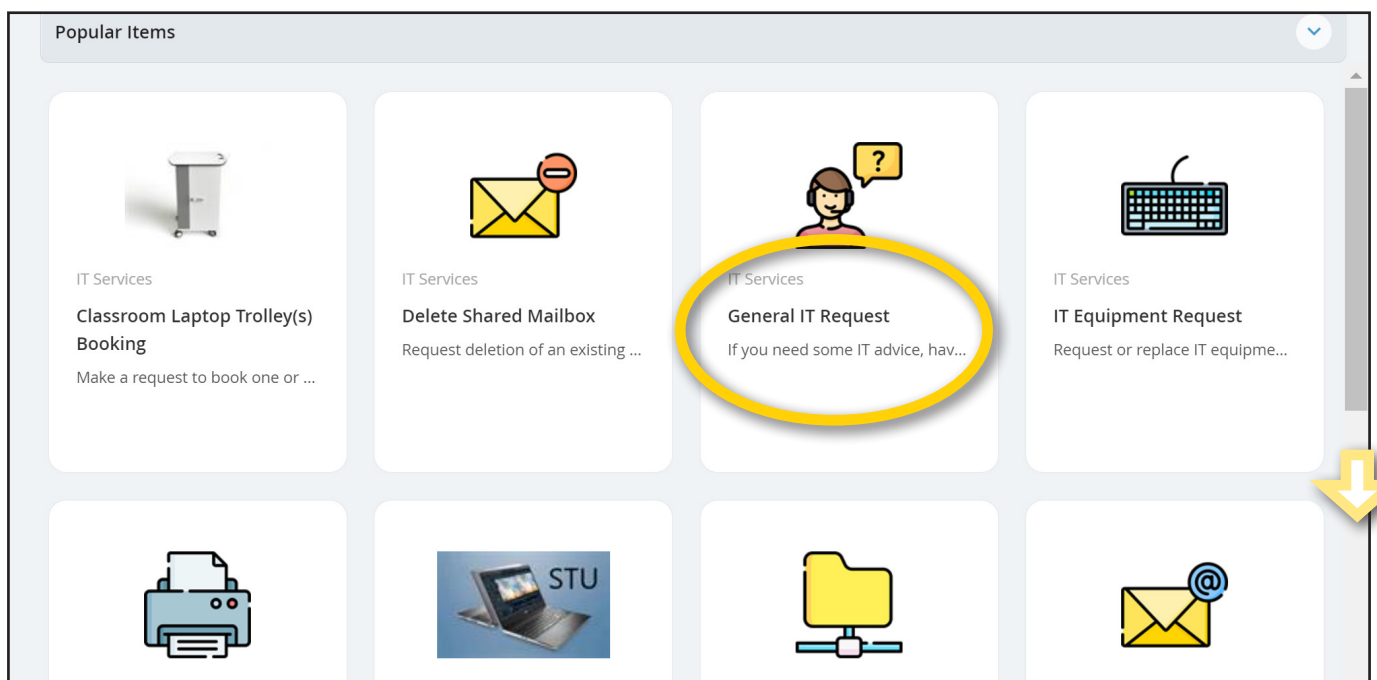**The guide continues on the next page.**

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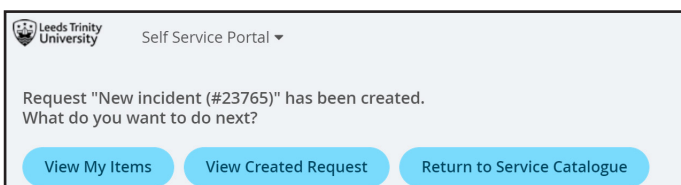
MAKE A REQUEST:

Make a request if you need some new equipment, new software or need to access a folder, team or mailbox.

STEP 1:

On the **IT landing page**, choose **Request something**.
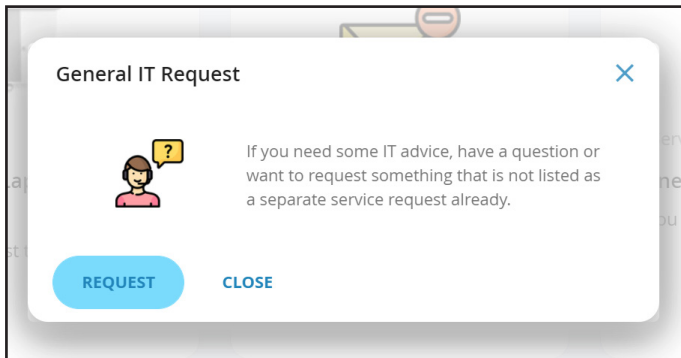

STEP 2:

On the **Service Catalog page** there are several request templates available.

If you **can't** find the right template for your request by scrolling down the page, choose **General IT Request**.

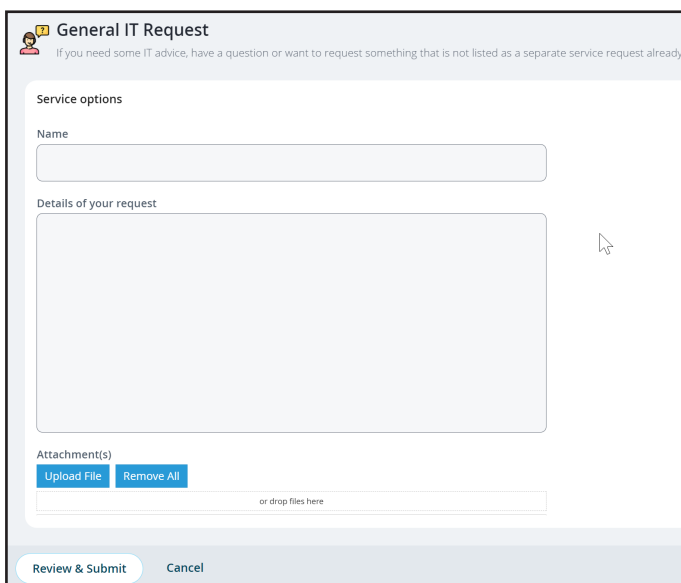**This section continues on the next page.**

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STEP 3:

A message will pop up.

General IT Request

If you need some IT advice, have a question or want to request something that is not listed as a separate service request already.

REQUEST   **CLOSE**

Click **Request**.

General IT Request
If you need some IT advice, have a question or want to request something that is not listed as a separate service request already.

Service options

Name

Details of your request

Attachment(s)
Upload File   Remove All
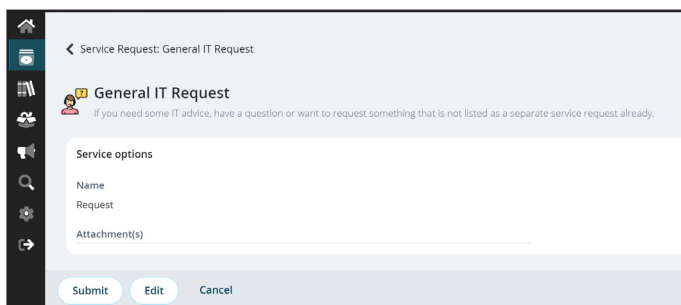or drop files here

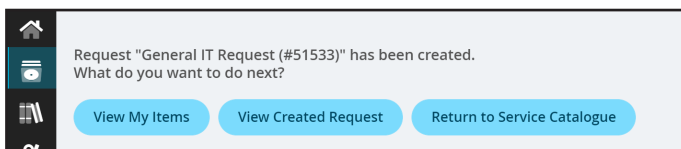Review & Submit   Cancel

Complete the form.

Add your name and a detailed description of your request.
Add as much information as you can.

Attach files if they will help us understand what you want.

Then click **Review & Submit**.

Service Request: General IT Request

General IT Request
If you need some IT advice, have a question or want to request something that is not listed as a separate service request already.

Service options

Name
Request
Attachment(s)

Submit   Edit   Cancel

On the IT request confirmation page, you can further edit your request.
When you are happy, click **Submit**.

Request "General IT Request (#51533)" has been created.
What do you want to do next?

View My Items   View Created Request   Return to Service Catalogue

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

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