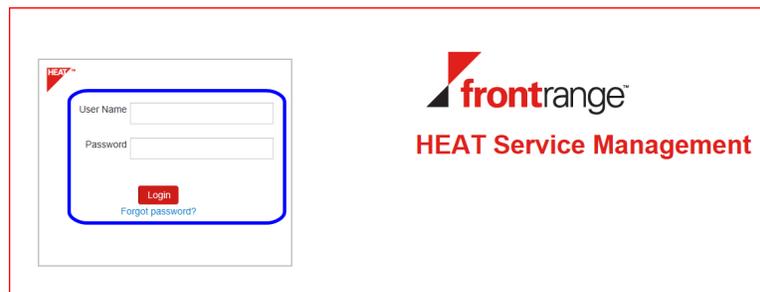


Self-Service IT Help Desk Incident and Facility Work Request Application

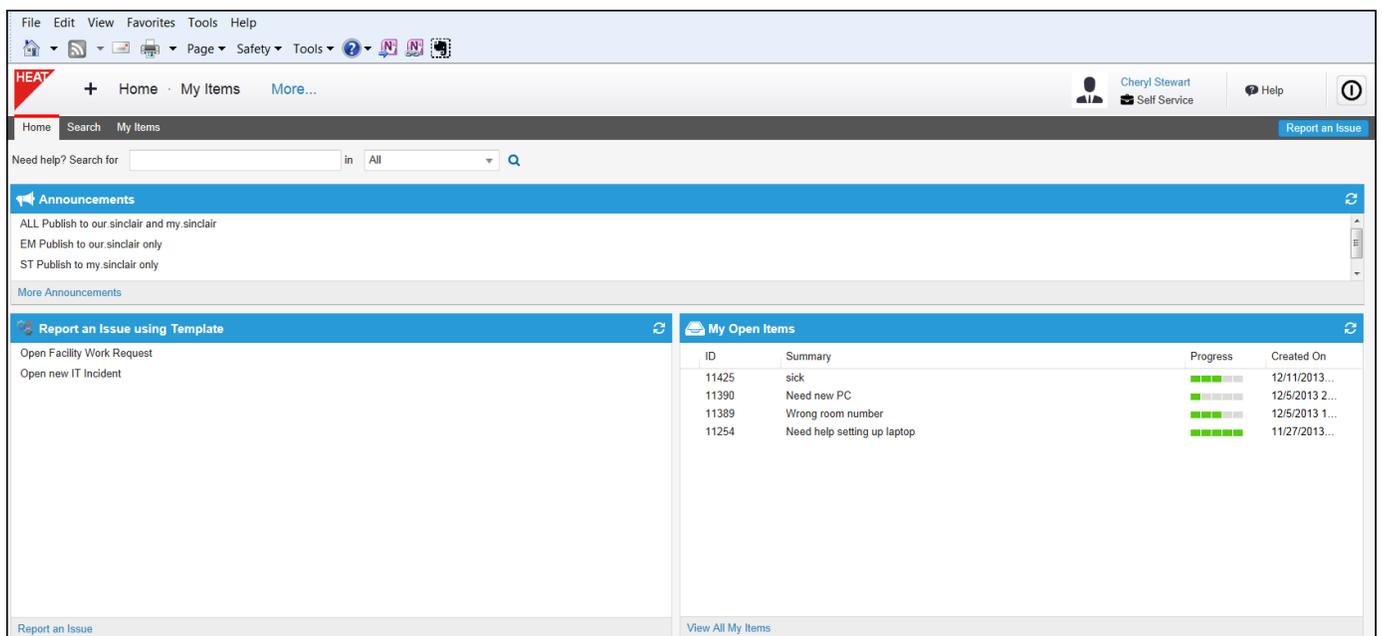
The Self-Service Application is found at selfservice.sinclair.edu. It is powered by Heat Service Management from frontrange.

1. Go to selfservice.sinclair.edu.
2. You will need to login using your Sinclair username and password. The login screen is shown below:



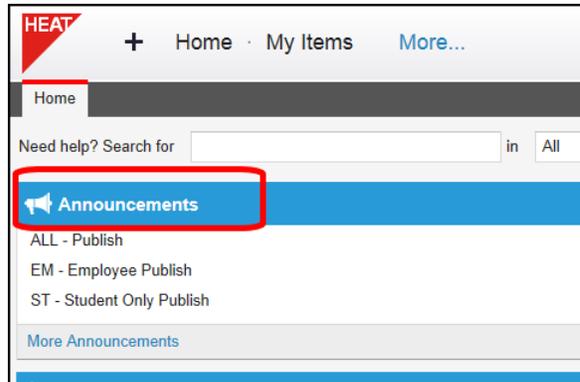
NOTE: selfservice.sinclair.edu replaces the previous self service application found at hdto.sinclair.edu.

3. The **Self Service** window is shown below:

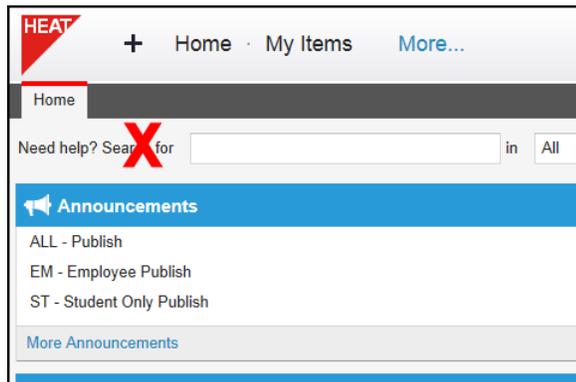


ID	Summary	Progress	Created On
11425	sick	■■■■■■	12/11/2013...
11390	Need new PC	■■■■■■	12/5/2013 2...
11389	Wrong room number	■■■■■■	12/5/2013 1...
11254	Need help setting up laptop	■■■■■■	11/27/2013...

4. Announcements are posted in the top left of the Self Service window.



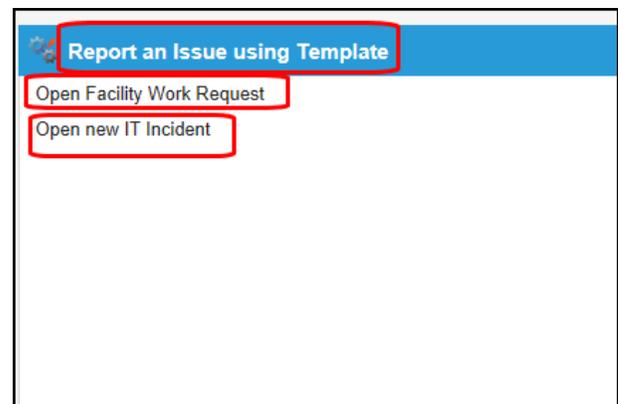
5. **NOTE:** Do not use the Search function at the top of the screen. This feature has not been customized with Sinclair-specific data and information at this time but will be in the near future.



6. The **Report an issue using a Template** box at the bottom left of the screen is the section for reporting Facilities or IT related issues and problems.

The **Open a Facility Work Request** template should be used to report issues such building repairs such as plumbing or electrical, moving office furniture and equipment, and grounds maintenance.

The **Open new IT Incident** template should be used for issues such password resets, IT system failures/problems, IT hardware failures/problems, and problems using IT systems.



To open a template, click on either the Facility or the IT template.

7. The template window will open.

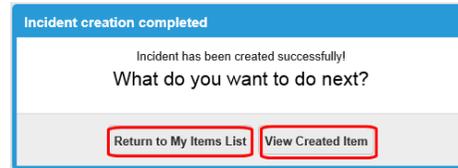
NOTE: Required fields have a red asterisk next to them.

- A. Click the down arrow and select either the Facility or IT template
- B. The Incident Number is created automatically
- C. Click the down arrow and select the incident location
- D. Enter an alternate contact phone number if applicable
- E. Enter a short summary of the issue/incident
- F. Enter a description of the issue/incident
- G. **NOTE:** Be sure to click on **Save Incident**

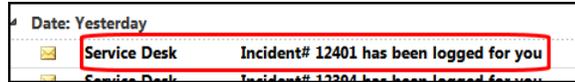
The screenshot shows the HEAT system interface for creating a new incident. The form includes the following fields and annotations:

- Template:** A dropdown menu with "Open new IT Incident" selected. A blue box highlights the dropdown arrow, labeled **A.**
- Incident ID:** A text field containing "100011". A blue box highlights the text, labeled **B.**
- Incident Location:** A dropdown menu with "13003D" selected. A blue box highlights the dropdown arrow, labeled **C.**. A red note next to it says "Use N/A if Non Sinclair Location or Not Applicable".
- Alternate Contact Phone:** A text field containing "555-5555". A blue box highlights the text, labeled **D.**
- Status:** A label indicating "Logged".
- Summary:** A text field containing "Need new PC installed.". A blue box highlights the text, labeled **E.**
- Description:** A text area containing "Need new PC installed. I have a scanner that also needs attached to it.". A blue box highlights the text, labeled **F.**
- Save Incident:** A button with a floppy disk icon and the text "Save Incident". A blue box highlights the button, labeled **G.**

8. You will see an email message confirming your incident creation. Choose between going to your **My Items List** or **View Created Item**



NOTE: You will also receive an email message confirming your incident creation.

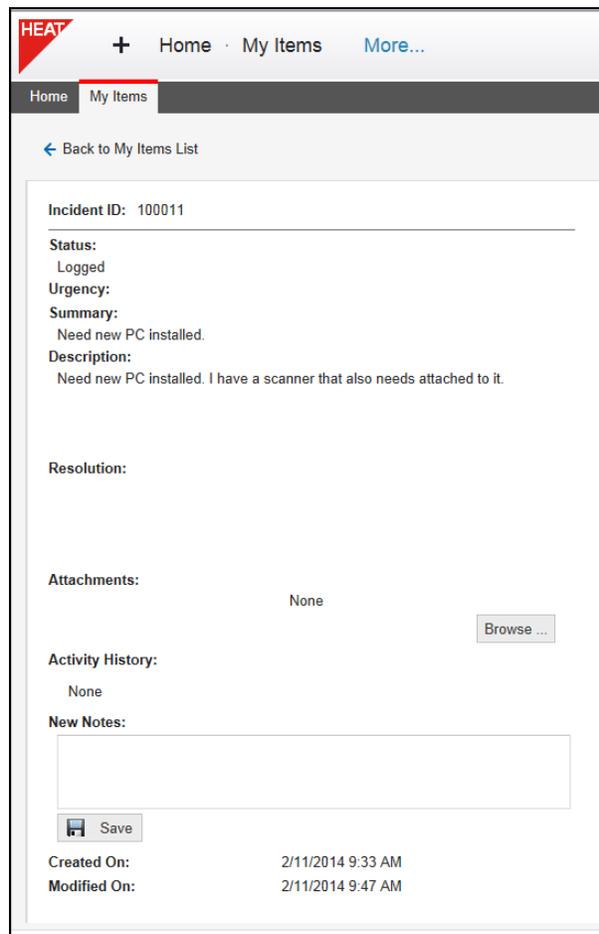
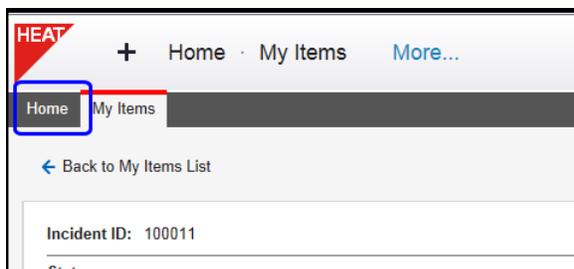


If you select the My Items List, you will see a list of your open items. Click on an incident's name to open it.

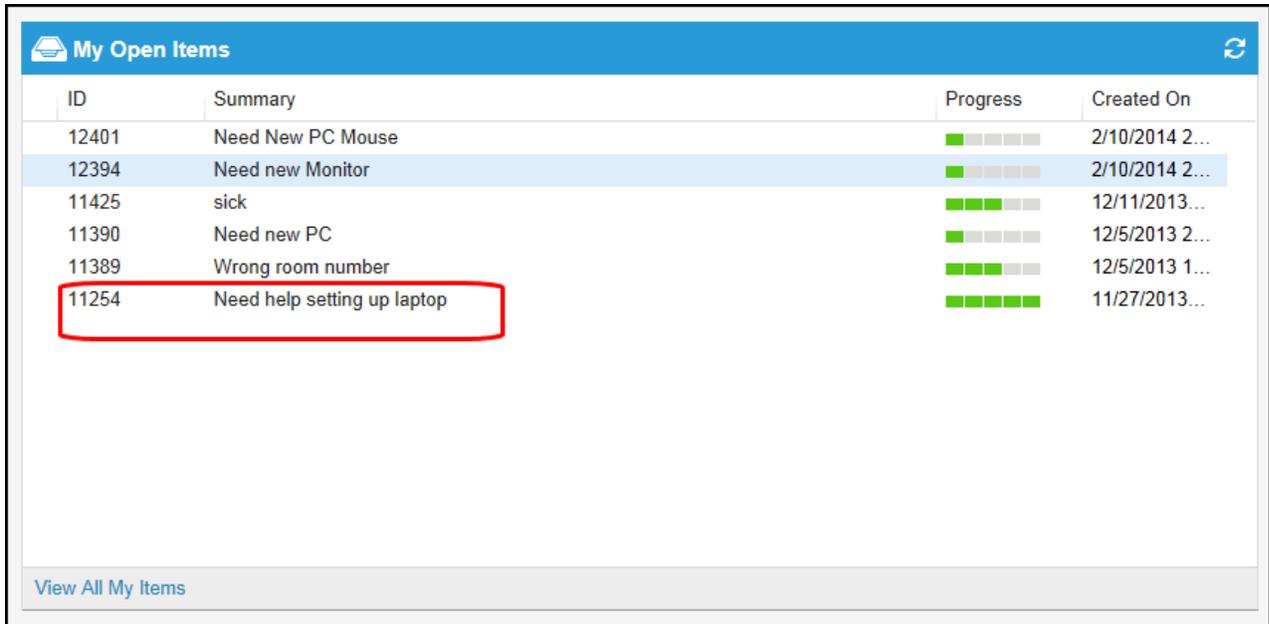
ID	Summary	Type	Status	Location	Due Date	Progress	Created On	Modified On
10...	Need new PC installed	Incident	Logged			██████████	2/11/2014 9:33 AM	2/11/2014 9:47 AM
12...	Need New PC Mouse	Incident	Logged			██████████	2/10/2014 2:44 PM	2/10/2014 2:45 PM
12...	Need new Monitor	Incident	Logged			██████████	2/10/2014 2:31 PM	2/10/2014 2:38 PM
11...	sick	Incident	Active		12/17/2013 8:00 PM	██████████	12/11/2013 7:59 AM	12/11/2013 8:01 AM
11...	Need new PC	Incident	Logged		12/12/2013 2:28 PM	██████████	12/5/2013 2:28 PM	12/5/2013 2:29 PM
11...	Wrong room number	Incident	Active		12/12/2013 1:10 PM	██████████	12/5/2013 1:10 PM	12/5/2013 1:14 PM
11...	Need help setting up laptop	Incident	Closed			██████████	11/27/2013 1:53 PM	12/6/2013 2:10 PM

If you selected **View Created Item**, the item will open. An open item is shown at the right.

NOTE: Click on the **Home** button to return to the home screen.



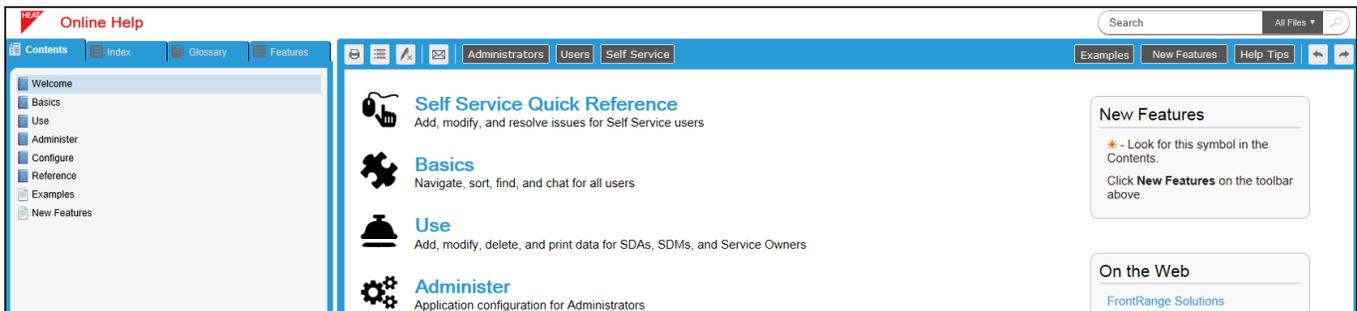
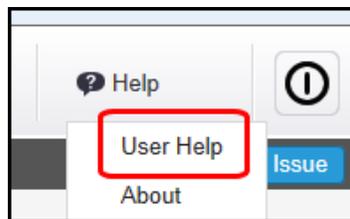
9. You can also view your open incidents in the **My Open Items** box at the bottom right of the screen. Click on an item to open it.



The screenshot shows a table titled "My Open Items" with a refresh icon in the top right corner. The table has four columns: ID, Summary, Progress, and Created On. The row with ID 11254 and Summary "Need help setting up laptop" is highlighted with a red rectangle. Below the table is a link that says "View All My Items".

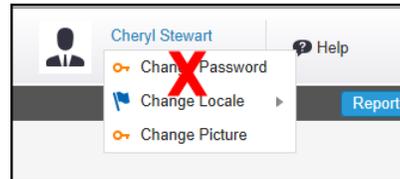
ID	Summary	Progress	Created On
12401	Need New PC Mouse	■ ■ ■ ■ ■	2/10/2014 2...
12394	Need new Monitor	■ ■ ■ ■ ■	2/10/2014 2...
11425	sick	■ ■ ■ ■ ■	12/11/2013...
11390	Need new PC	■ ■ ■ ■ ■	12/5/2013 2...
11389	Wrong room number	■ ■ ■ ■ ■	12/5/2013 1...
11254	Need help setting up laptop	■ ■ ■ ■ ■	11/27/2013...

10. In the top right of the window is a **Help** icon. When you click on it, help files for the self-service application will open in a separate tab or window

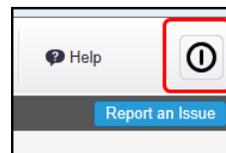


11. Your name will also be displayed in the top right

NOTE: A change password option is displayed if you place your cursor over your name and select the down arrow. This password function is **NOT** available at this time. You can change your password by going to **reset.sinclair.edu** until this feature is active.



12. Be sure to logout of selfservice.sinclair.edu when you are done. The **logout button** is in the top right hand corner of the window.



For questions or additional information about IT issues, contact the IT Help Desk at 937-512-HELP (4357) or at helpdesk@sinclair.edu

For questions about Facility Work Requests, contact Service Control at 937-512-3090.