

# Maynooth University Support Portal – Self Service Guide

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#### Introduction

The Self-Service functionality will enable incidents (issues or faults) to be resolved more quickly. You can use your Maynooth University log on details to access the Support Portal, to use the Self-Service functionality.

#### Accessing the Self-Service Portal

1. Visit www.mu.ie/serviceportal



2. Log in with your Maynooth University credentials





#### Reporting an Incident

An incident is an issue or fault that a user has that is stopping them from carrying out a piece of work. As you fill in detail of an incident, **Knowledge Articles** will load automatically on the right-hand side to provide you with relevant information that may help you resolve your incident yourself.

**Note:** When an incident/request is *Closed*, it cannot be reopened. If further assistance is required, a new incident should be opened.

- 1. After logging in, you will see the Self-Service home screen.
- 2. Click Log an Incident (issue or fault)

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		Knowledge Base	My Items	
		Have questions?	Check the status of your request	
		We have answers. Help articles, tips, and resources to help you manage and optimise your professional environment. These resources will continue to be e	Review the status of your submitted issues and requests. You can also approve your approval request.	
				-
		Featured Knowledge Articles	News	
		Maynooth University VPN Service	There are currently no items to display.	
		Syncing OneDrive with SharePoint		
		See all.	See all	

3. All the types of incidents that can currently be raised with IT Services will be displayed, select the incident that is most appropriate to your issue. If the incident you are raising is not described by any of the available ones on screen, select New Incident.





4. Click Request on the pop up



5. As you fill in the relevant details, Knowledge Articles will load which may help you resolve the incident yourself.

Maynooth University Support Portal	Charlene mcgoohan MU Self Service ~
Service Catalog	
🔊 New Incident	
Submit New Generic Incident	
Incident ID: 10654	RELATED ITEMS
Status: Logged	MFA
Summary	
* MFA Q	FAQ (0)
	No matches for FAQ.
I have an issue with my MFA	
	DOCUMENT (2)
	MFA Instructions
	Please find MFA Instructions attached.
	Maynooth University VPN Service
· · · · ·	Maynooth University myVPN Service is a secure virtual private network for use for MU staff
Urgency	
L Save Incident	

6. Review the Knowledge Article and click Resolve if it fixes your issue. This creates a record of your issue but automatically resolves it.

	RELATED ITEMS »
	MFA
Document #10889	×
Title: MFA Instructions Description: Please find MFA Instructions attached.	Created By:     charlene.mcgoohan     FAQ (0)     A       On:     07/22/2022 11:10 AM     No matches for FAQ.     No       Modified By:     charlene.mcgoohan     No     matches for FAQ.       On:     07/22/2022 11:12 AM     No     Matches for FAQ.
Attachments No Attachme	ents MEA Instructions
	Please find MFA Instructions attached.
,	Maynooth University VPN Service Maynooth University myVPN Service is a secure virtual private network for use for MU staff

- 7. If a Knowledge Article isn't available or if the Knowledge Article that is available doesn't resolve your issue, click Save Incident.
- 8. You will then receive a notification to your email with your incident details for reference. You can click the link in the notification email to easily open the Self-Service Portal to see any updates to your incident.



Incident# 10635 has bee	en logged for you
SD Service Desk To © Charlene McGooha	n
Hi charlene mcgoohan,	
The following new Incident has been lo	ogged for you:
Incident #	10635
Summary:	Testing the notification link
Customer Name:	charlene mcgoohan
Priority:	3
Status:	Logged
Category:	
Description	
Testing the notification link	
Open Incident in Self Service:	
Open Incident in Self Service Portal	
Regards,	
IT Services	
Maynooth University National University of Ireland Maynooth	
Maynooth University, Maynooth, Co. Ki	ildare, Ireland
W: http://mu.ie/serviceportal	
E: servicedesk@mu.ie	

#### Raise a Service Request

A request is something that a user wants but is not blocking you from working. Requests are raised in the same way as incidents.

- 1. After logging in, you will see the Self-Service home screen.
- 2. Click Raise a Request or View Service Catalog

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			templates available, or a generic service request. Request templates will continue	
		Knowledge Base	My Items	
		Have questions?	Check the status of your request	
		We have answers. Help articles, tips, and resources to help you manage and optimise your professional environment. These resources will continue to be e	Review the status of your submitted issues and requests. You can also approve your approval request.	
				1
		Featured Knowledge Articles	News	
		Maynooth University VPN Service	There are currently no items to display.	
		Syncing OneDrive with SharePoint		
		See all	See all	



- 3. You can browse the Service Catalog for the request type that best describes what you are looking for, and a custom form based on your request will be opened. If you cannot find a form that describes what you are requesting, please select Generic Service Request.
- 4. All other steps are the same as Reporting and Incident, described previously.



#### **Knowledge Base**

You can browse the Knowledge Base for articles on how to resolve common issues, or to find documentation on common IT related queries.

1. On the home screen, select *Knowledge Base*. The Knowledge Base will be continuously expanded.

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		We have answers. Help articles, tips, and resources to help you manage and optimise your professional environment. These resources will continue to be e	Review the status of your submitted issues and requests. You can also approve your approval request.	
		Featured Knowledge Articles	News	
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2. All currently available Knowledge Articles will appear:



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0	Knowledge Base	[ ķearch	All Categories All Types Any Rating Sort By: Best Rating
	How to add a guest to a Team in Microsoft Teams	Ē	Voicemail Instructions © Voicemail phone
11 0	How do I connect to MU Guest Wifi?	Ē	MFA Instructions © MFA
©	Tips and tricks for Microsoft Bookings		How to report phishing guide
	How to join a Teams meeting - for Guests		Tips and Tricks for Microsoft Teams
	! Where is my service tag	?	How do I connect to eduroam wifi?
	How do I change the PIN for my voicemail?	?	How can I send a mail from a shared mailbox?
	How do I login into my phone?	?	Transfer my mobile on/off account

#### My Items

1. To check on the status of your incidents or requests, visit the home screen and select *My Items* 

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			We have answers. Help articles, tips, and resources to help you manage and		Review the status of your submitted issues and requests. You can also approve	vour		
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₽ <b>2</b>	#314 Approval Request for Change#30020	<b>Pending</b> 2 weeks ago	#11387 Flickering Monitor Monitor flickers after an hours use
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⊳	#309 Approval Request for ServiceReq#10379	Approved 15 weeks ago	#11368 Automatic reply: Service Request#10375 has been cancelled

3. Click on a Service Request or Incident to view notes, update, or close if required



### **Document History**

Version	Date	Comments
0.1	26/07/2022	Initial version
0.2	03/08/2022	Screenshots of the Self Service Portal have been updated to reflect new "Log an Incident (issue or fault)" button that was added.