HOW TO LOG A JOB WITH CASS ON THE UTS SERVICEDESK

Logging into the Service Desk

1. Direct your browser to the **Unicenter ServicePlus Service Desk login** page located at the following address:

https://servicedesk.uts.edu.au

Doing so will display the following screen:

2. Activate the button marked **Login.** A pop-up window will appear (see below) that prompts users to enter their user name/staff ID and a password. Note: Passwords for the UTS Service Desk have been set to LDAP, the same for CASS logins, Project NEO and UTS Webmail logins.

3. After entering User Name and Password, activate the **OK** button to proceed.

Logging a new Incident/Request

1. Once you have logged in, near the bottom of the main Service Desk screen, you will notice a heading which reads **Request Support**. From the drop down menu, choose **Curriculum and Student System (CASS)** from the list of choices. Following that, activate the **Create a new Request** function.
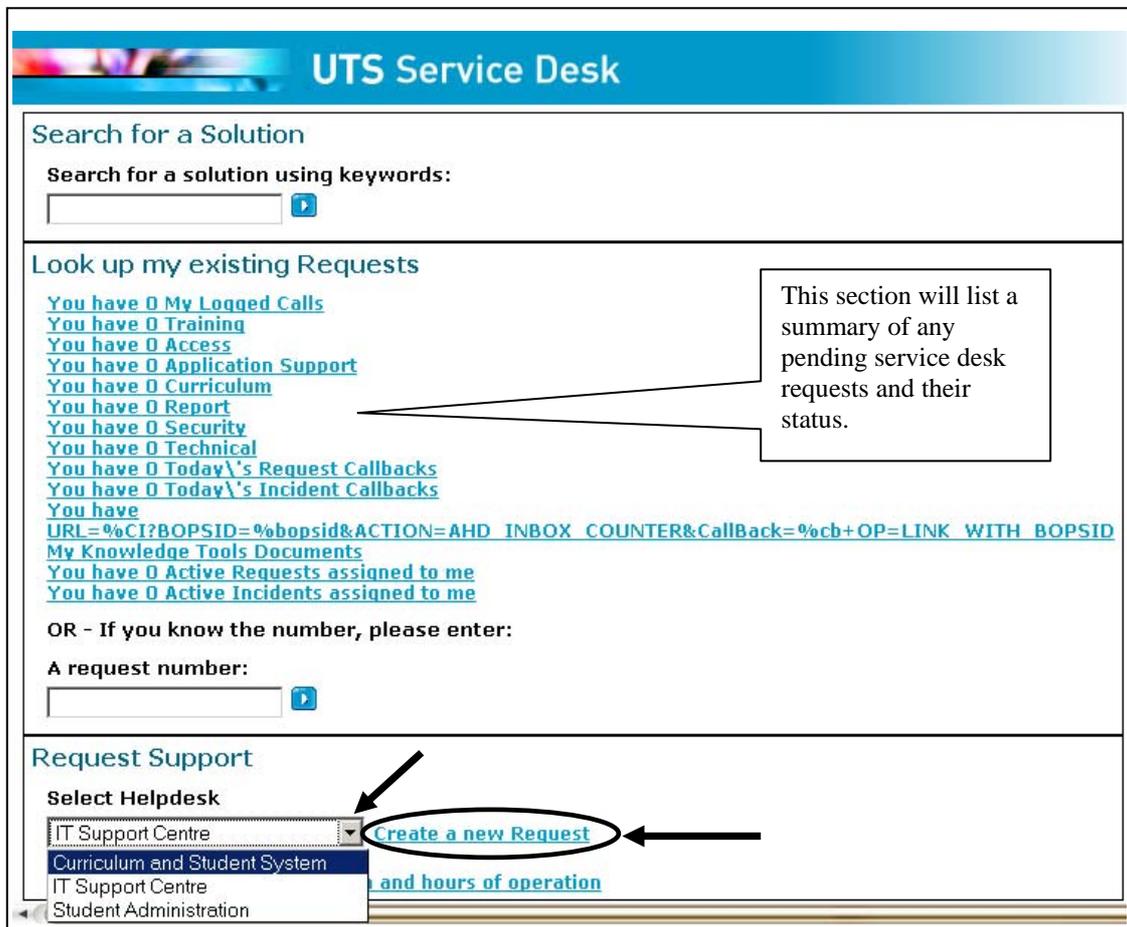

Note: Users will be prompted by a pop-up window (see below) to search for a solution using keywords. Currently, there are no CASS user procedures stored on the Service Desk. To continue, simply activate the **Cancel** button and wait for the screen to refresh.
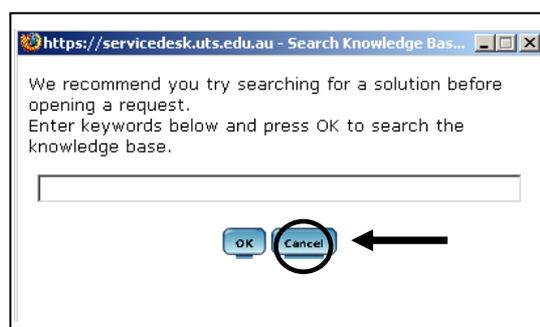
2. The **Create New Request** screen will be displayed. To begin the creation of a new request, first make the appropriate selection from the **Request Area** drop down menu. The drop down menu appears as follows:
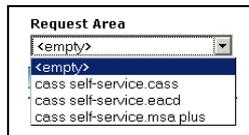
Please note:

- For Incidents/Requests regarding the CASS application, please choose **cass self-service cass;**
- For Incidents/Requests regarding the eAcademic application, please choose **cass self-service eacd** and
- For Incidents/Requests regarding the MSA+ (My Subject Activities) application, please choose **cass self-service msa plus.**

3. Enter a detailed description of the issue in the space provided beneath the heading **Request Description.** If screen shots or additional documents are required to further illustrate your request, click the **Attach Document** button and follow the prompts. When complete, activate the **Save** button to submit the request to the Service Desk.
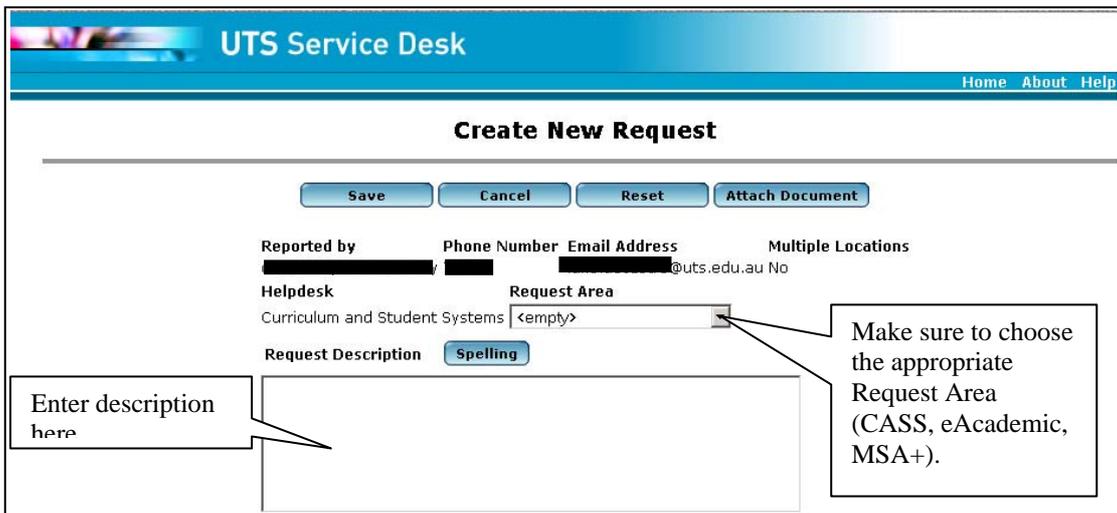
The job will be logged with the Service Desk and assigned a number (see below).
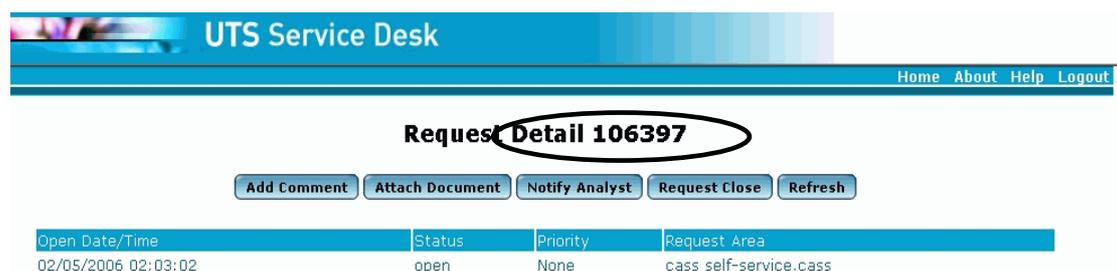
Searching for a Service Desk Incident/Request

Users are able to track the status of their own requests (as well as requests logged on their behalf). This is accomplished in two ways:

1. By logging-in to the UTS Service Desk and activating the appropriate link under the heading that reads **Look up my existing Requests.** Doing so will display a list of items (logged calls, Request Details, etc) associated with the user. Click on the desired item.

Look up my existing Requests

You have 3 Current Calls
You have 0 MSA Plus Self Serve
You have 0 eAcademic Self Serve
You have 1 CASS Self Serve

2. Alternatively you can view a particular job directly, if you have previously noted the Incident/Request number associated with that job.

OR - If you know the number, please enter:

A request number:

Updating an existing Service Desk Incident/Request

1. Once a job has been logged (see below), you have the opportunity to add additional comments, attach documents/screen shots and notify the analyst (when one has been assigned).
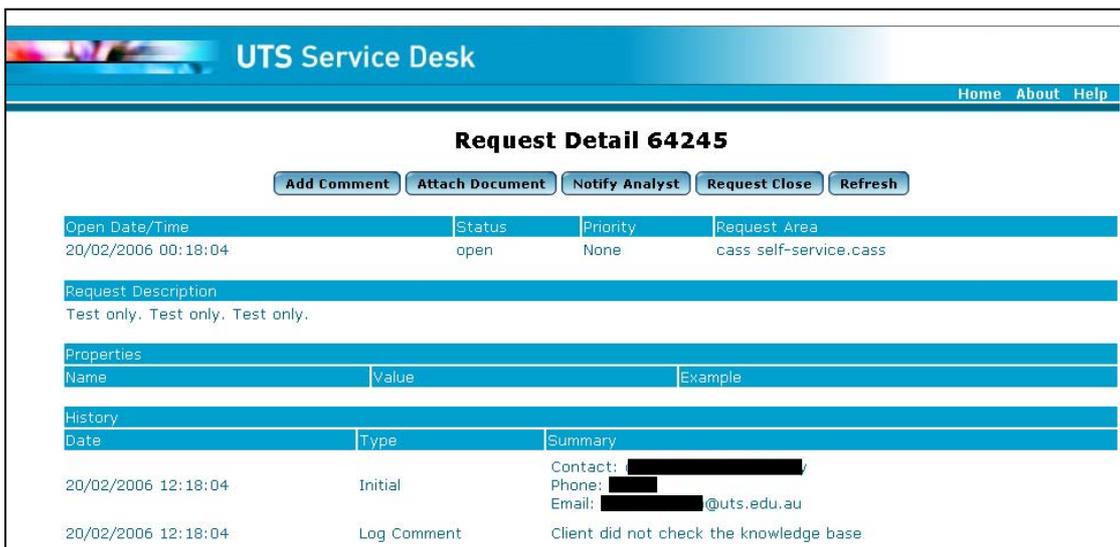
UTS Service Desk				Home About Help

Request Detail 64245

[Add Comment] [Attach Document] [Notify Analyst] [Request Close] [Refresh]

Open Date/Time	Status	Priority	Request Area
20/02/2006 00:18:04	open	None	cass self-service.cass

Request Description
Test only. Test only. Test only.

Properties		
Name	Value	Example

History		
Date	Type	Summary
20/02/2006 12:18:04	Initial	Contact: █████████████ Phone: ██████ Email: ████████@uts.edu.au
20/02/2006 12:18:04	Log Comment	Client did not check the knowledge base

2. If the job is no longer required or has been resolved without analyst intervention, then users could request for the job to be cancelled by clicking on the **Request Close** button.