

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:

UNIVERSITY OF TECHNOLOGY SYDNEY UTS: SERVICE DESK

Unicenter ServicePlus Service Desk login

The Service Desk is the helpdesk for the University of Technology, Sydney. It is the first point of contact for staff, students, and the general community in relation to the IT Support Centre and Student Administration.

Note, use the login button if you are an existing UTS staff member or student; use your staff or student number with your email password to login. Guest login is for all other customers. You will need to refresh your browser the first time you login.

What can I use UTS Service Desk for?

- Logging requests for service
- Searching for solutions in the UTS Knowledge Tools

Service Desk will be unavailable from 2am-3am weekdays and 2am-6am Sunday for backups and scheduled maintenance

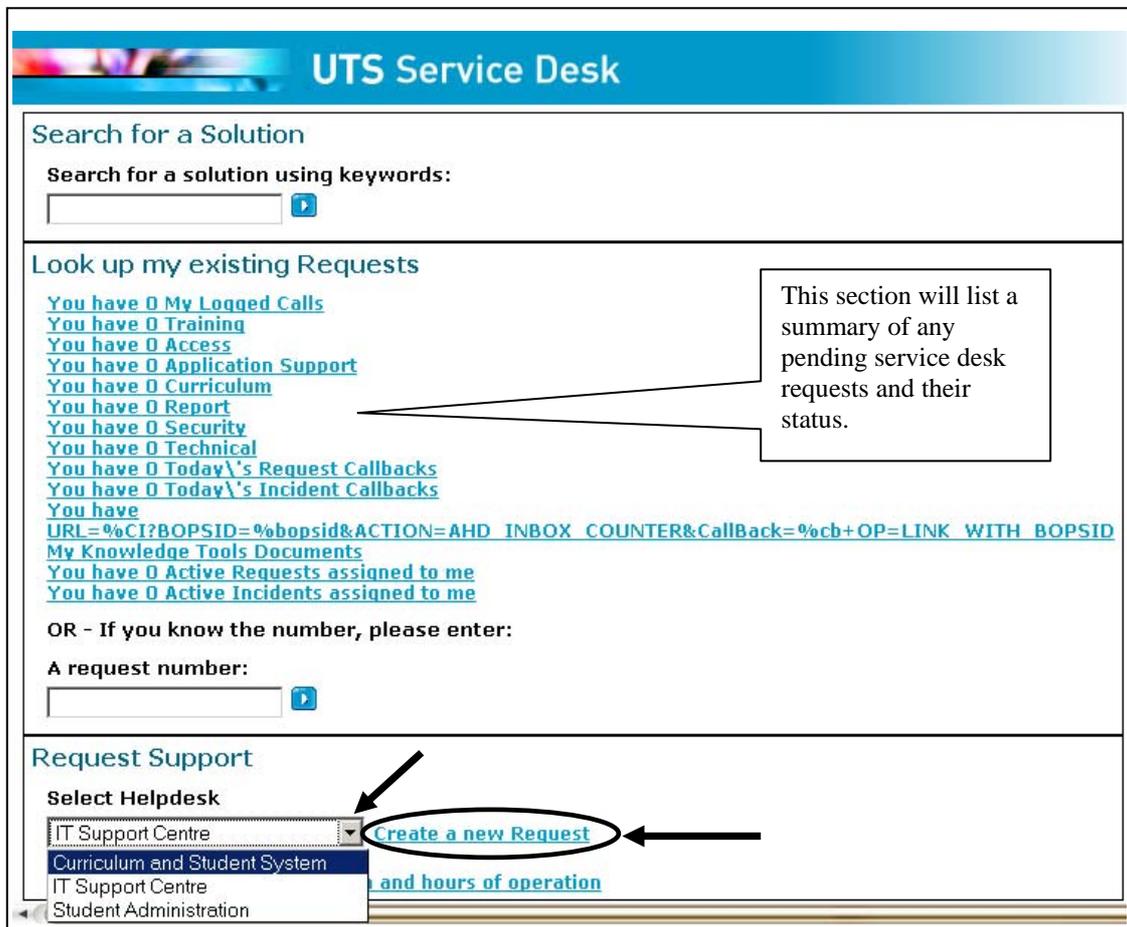
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2. Activate the button marked **Login**. A pop-up window will appear (see below) that prompts users to enter their user name/staff ID and a password. Note: Passwords for the UTS Service Desk have been set to LDAP, the same for CASS logins, Project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

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

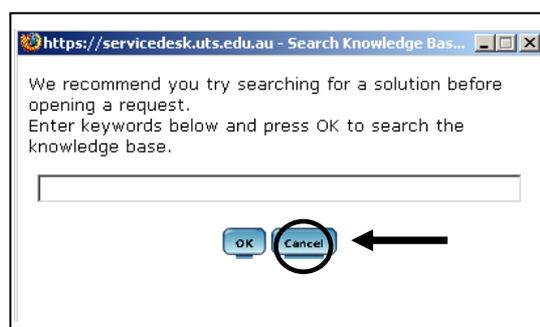
Logging a new Incident/Request

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.

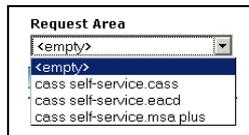


The screenshot shows the UTS Service Desk interface. At the top is a blue header with the text "UTS Service Desk". Below this is a search bar with the text "Search for a Solution" and "Search for a solution using keywords:". Underneath is a section titled "Look up my existing Requests" with a list of links such as "You have 0 My Logged Calls", "You have 0 Training", "You have 0 Access", "You have 0 Application Support", "You have 0 Curriculum", "You have 0 Report", "You have 0 Security", "You have 0 Technical", "You have 0 Today's Request Callbacks", "You have 0 Today's Incident Callbacks", "You have", "URL=%CI?BOPSID=%bopsid&ACTION=AHD_INBOX_COUNTER&CallBack=%cb+OP=LINK_WITH_BOPSID", "My Knowledge Tools Documents", "You have 0 Active Requests assigned to me", and "You have 0 Active Incidents assigned to me". Below this is a section titled "Request Support" with a dropdown menu labeled "Select Helpdesk". The dropdown menu is open, showing options: "IT Support Centre", "Curriculum and Student System", "IT Support Centre", and "Student Administration". The "Curriculum and Student System" option is selected, and a "Create a new Request" button is visible next to it. A callout box points to the "Look up my existing Requests" section with the text: "This section will list a summary of any pending service desk requests and their status." Another callout box points to the "Create a new Request" button with the text: "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."

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.



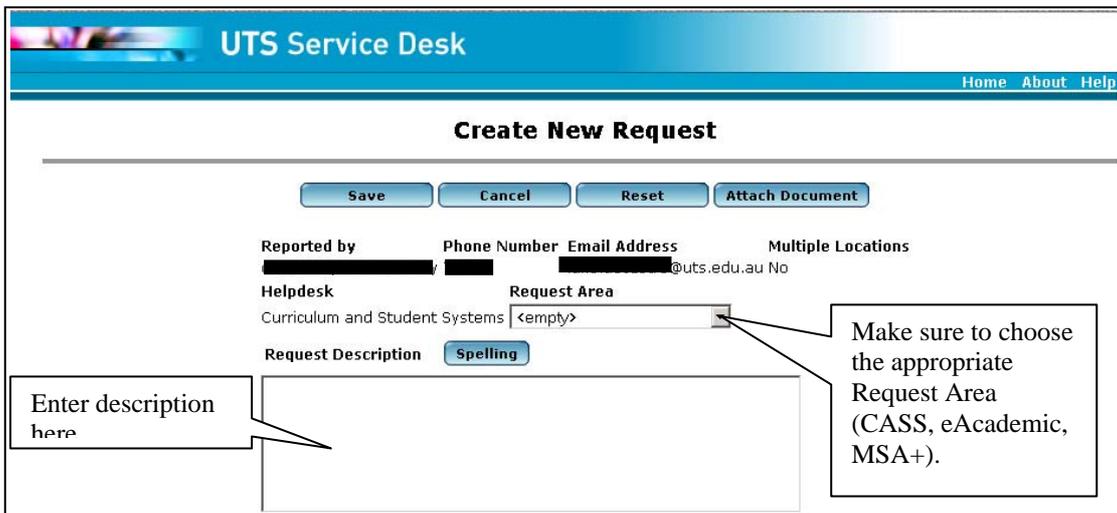
2. The **Create New Request** screen will be displayed. To begin the creation of a new request, first make the appropriate selection from the **Request Area** drop down menu. The drop down menu appears as follows:



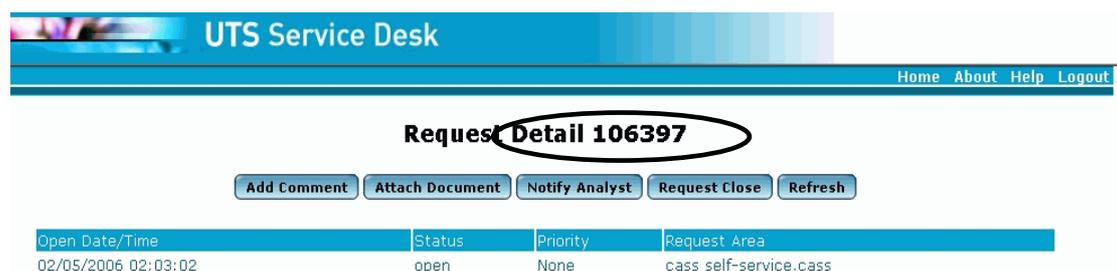
Please note:

- 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](#)

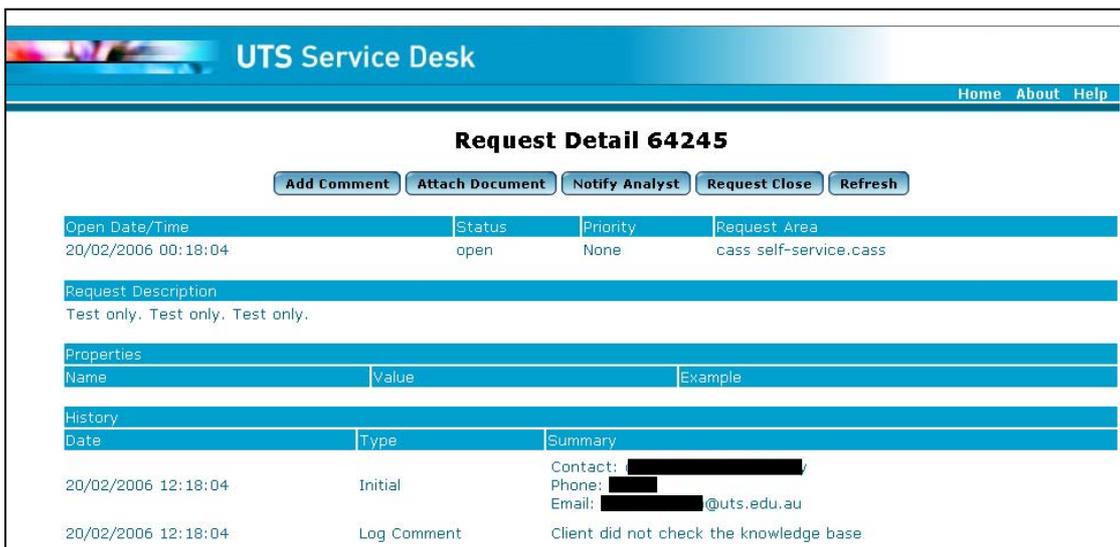
2. Alternatively you can view a particular job directly, if you have previously noted the Incident/Request number associated with that job.

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).



The screenshot displays the UTS Service Desk interface for Request Detail 64245. The page has a blue header with the UTS Service Desk logo and navigation links for Home, About, and Help. Below the header, the request title "Request Detail 64245" is centered, followed by a row of action buttons: Add Comment, Attach Document, Notify Analyst, Request Close, and Refresh. The main content area is divided into several sections: Open Date/Time (20/02/2006 00:18:04), Status (open), Priority (None), and Request Area (cass self-service.cass). Below this is the Request Description (Test only. Test only. Test only.), Properties (Name, Value, Example), and History (Date, Type, Summary). The History section shows two entries: one from 20/02/2006 12:18:04 with Type "Initial" and Summary "Contact: [redacted], Phone: [redacted], Email: [redacted]@uts.edu.au", and another from 20/02/2006 12:18:04 with Type "Log Comment" and Summary "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.