

## *Information Services & Technology*

### IST Service Center

### **Online Service Request (OSR)**

#### **Using the System**

As part of IST's ongoing process improvement program, the IST Technology Service Center is pleased to announce the implementation of the IST Online Service Request (OSR) web site. The OSR web site enables customers to, via the web (Internet), both create and check the status of their service request. To access the OSR you **must use** the web browser **Internet Explorer 5.0 and above or Netscape 6.0 and above**.

#### **What is Service?**

Because use of the system is limited to service only, it is important to understand the difference between trouble and service.

- SERVICE - The move, add (new), or changes to equipment.
- TROUBLE - Existing equipment that is not operating as it did in the past.

#### **Having a Computer or Phone Problem?**

If you have any problem with existing computer hardware, software, telephone line or equipment, call the IST Service Center's Action Line at **(732) 743-3200 or 3-3200**. The OSR system is currently configured to use for service requests only.

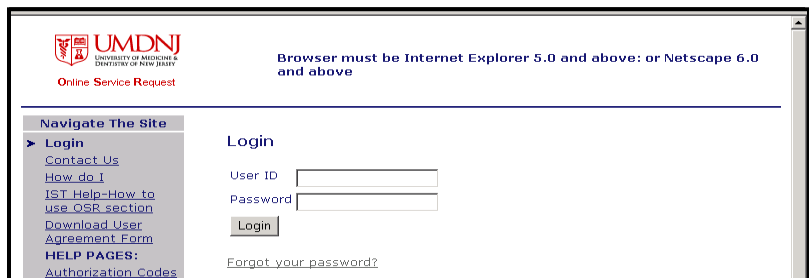
#### **About Your OSR Account**

If you have not previously contacted the Service Center, you will need to do so before you can submit an OSR. You can email the Service Center at [isthelp@umdnj.edu](mailto:isthelp@umdnj.edu).

#### **Accessing the OSR**

OSR website address: <http://iheat/heatselfservice/default/en-us>

- Log in using your User ID and Password. The User ID is your email account name (the account name does not include @umdn.edu). The initial password is "system".

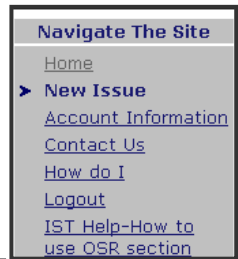


- After log in you will be at the **Issue History** screen. All open, pending and resolved ticket information is displayed.

Issue History			
Below is a list of issues you have reported in the past. You may view more details about an issue by clicking on the underlined text in the first column.			
Ticket #	CallStatus	RecvdDate	CallDesc
<a href="#">00242590</a>	Open	3/25/2003	
<a href="#">00261247</a>	Pending	6/10/2003	Location: CAB-- 2nd fl, secretary area, B-FL2-070 Yellow and 4th fl., rm# 4174, qp# BFL4-061 White....
<a href="#">00261249</a>	Open	6/10/2003	Location: rm# 4174, qp# BFL4060 (white)-- **Needs one new PC setup on network.

## Create a Ticket

- To create a new service request, click on the **New Issue** link.



- In the **Category** section, select the category that best describes your service request from the drop down list.

The screenshot shows a web form titled "Please Select the Type of Service Needed from Category." The "Category:" dropdown menu is open, showing a list of options: Change Line, Auth Code, Change Line, Email, IDX HSS, Install Line, Move Device, Move Line, New Device, Other, Request is for, Replace Device, and Software. The "Change Line" option is selected. To the right, the "Category Description:" field contains "Change Phone Line Service". Below the dropdown, there is a text area for "Call Description (description of your request)" and a checkbox labeled "Request is for" with "s above." and a checked box.

- Most OSR forms will require the following:

- Call Description - This is the area to be as specific as possible with any special request or requirements you may have. Examples include:
    - Room is Locked and key is available from another location
    - Requesting a quote for services prior to starting a task
    - Clinic is open on Tuesdays, not available during clinic hours
  - Request is for - Individual that services are actually for and their office contact information
  - Contact - Individual to contact if additional information is required to process the request
  - Banner Index Number - Used for billing purposes
  - Detailed information is required for each category of service request. Required information to complete an OSR may include, quad/port identification, telephone number identification with prime number and intercom, special telephone features, last four digits of a social security number.
  - All items marked with an asterisk (\*) are required fields and must be completed before submitting the service request.
- When finished, click the **Submit** button. OSR creates a new request and displays the OSR issue ID number (ticket number). Use this number to track the status of your request.

## Additional information

It is recommended that you create a personal password for using this system. Additional information about using the system is located in the Help section of the IST Web at <http://www.umdj.edu/istweb/help>