

We have compile an easy step by step guide to assist you in logging calls for ITS.

- 1. Before logging a call
  - Take a snapshot/print screen of the error on ITS. See example below.
  - Paste it on MS Word.
  - Save it on your pc.

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- 2. Go to UNIVEN website www.univen.ac.za
  - Click on Staff
  - Click on Help Desk





3. Click Log an IT Problem.

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CA Service Desk Manager		
Search for a Solution		IT Support
Search for a solution using keywords:		Create a new IT Service Request Log an IT Problem
Go		Service Desk contact information and hours of operation University Portal Web Page Update Request
Get to know your IT Support Team		
Top Colutions		Very here 2 Ocean II Consiste Deputed
Top Solutions		You have 2 Open 11 Service Requests You have 3 Closed IT Service Requests You have 0 Open IT Calls
Trust relationship between workstation and domain fails	Browse more solutions	You have 1 Closed IT Calls
SPSS Error # 2072		If you know the number, please enter:
		A request number:
		Go
		OR an incident number:
		Go
		OR a change order number:
		Go

### 4. Complete information on all fields

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Thantsa, Tebogo								
Phone Number		Email Address						
Call Category		Customer Departmen	t					
		IT Staff						
Call Description (required) Spelling								
		^ ~						



# How to log ITS call on Helpdesk system 5. Click on Call Category

- - Click Applications •
  - Click ITS •

<pre>     Incident Area Selection - CA Service Desk Manager - Internet Explorer     CA Service Desk Manager     Incident Area      Acrobat Professional     Endnote     Info slip     ITS     Microsoft office     other     SPS5     Network     Printers </pre>			
<pre>Example 2 CA Service Desk Manager  Incident Area  Acrobat Professional Endnote Info slip Info slip Info slip SPSS Network Network Printers</pre>	lncident Area Selection - CA Service Desk Manager - Internet Explorer	_	$\times$
Incident Area  Applications  Acrobat Professional  Endnote  Info slip  ITS  Microsoft office  other  SPSS  Network  Printers	CA Service Desk Manager		
Applications Acrobat Professional Endnote Info slip ITS Microsoft office other SPSS Network Printers	Incident Area		
Acrobat Professional Endnote Info slip ITS Microsoft office other SPSS > Network > Printers	~ Applications		
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#### 6. Click on Attach Document

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Reported by					
i nantsa, lebogo					
Phone Number	Email Address				
8817	tebogo.thantsa@univen	l.ac.za			
E Call Category	Customer Department				
Applications.ITS	IT Staff				
Call Description (required) Spelling					
When linking a function on USERS-3 I get an error message, "Invalid attempt to give access to this fun	tion".				



7. Click Locate File.	•									
🧟 Create New Attachment - CA Service Desk Manager -	nt –	_	×							
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Create New Attachment	Save	Cancel	Reset							
Click the Locate File button to search for the file	e you wish	to attach.								
OR Specify a Web Page address and click the Save button.										
Web Page										

8. Browse to where you have saved the print screen.

http://servicedeskvm/CAisd	/pdmweb.exe?SID=384	94022+FID=1+OP=DISPLAY_FO	_		$\times$
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File Upload					
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Enter or select file for upload.				42%	•



# How to log ITS call on Helpdesk system Attach the document and click ok.

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File <u>n</u> an	ne: Error on USERS-5		~	All Files (*.*)	Ca	v
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- 10. Click save and close.
- 11. Helpdesk will then assign all ITS calls logged to System Operations team.

http://servicedeskvm/CAisd/pdmweb.exe?OP=DISPLAY_FORM+HTMPL=upload_succession	—		$\times$
CA Service Desk Manager			
		Save and	d Close
Status			
Upload Successful - attachment will be shown after save			
		42%	•

### 12. To check your logged calls, click on "You have # Open IT Call"

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		Skip Navi	gation 🔉 Thantsa, Tebogo Log Out
			Home   About   Help
Search for a Solution		IT Support	
Search for a solution using keywords:		Create a new IT Service Request Log an IT Problem Service Desk contact information and hours of operation University Portal Web Page Update Request	
Get to know your IT Support Team		Look up my existing calls	
Top Solutions		You have 2 Open IT Service Requests You have 3 Closed IT Service Requests	
Trust relationship between workstation and domain fails	(Browse more solutions)	<u>You have 1 Open IT Calls</u> You have 1 Closed IT Calls	
SPSS Error # 2072		If you know the number, please enter:	
		A request number:	



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