

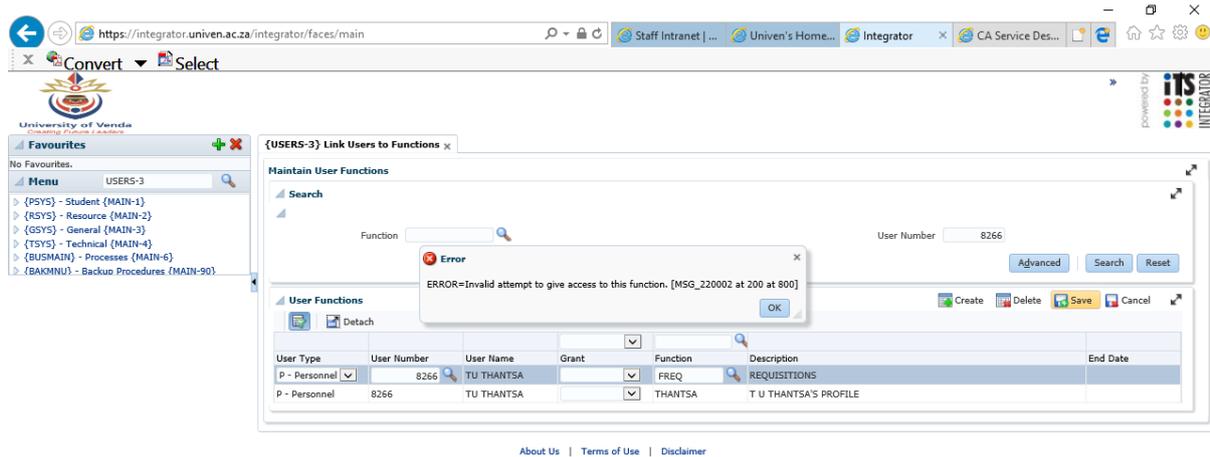


How to log ITS call on Helpdesk system

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

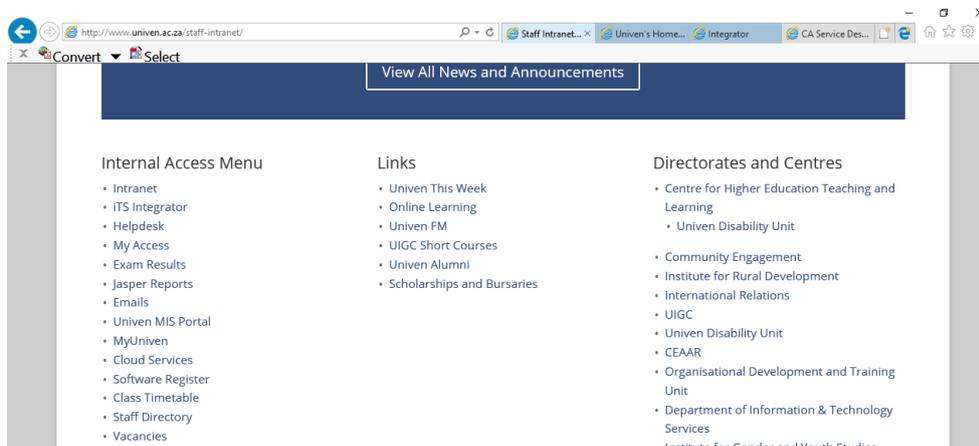
1. Before logging a call

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



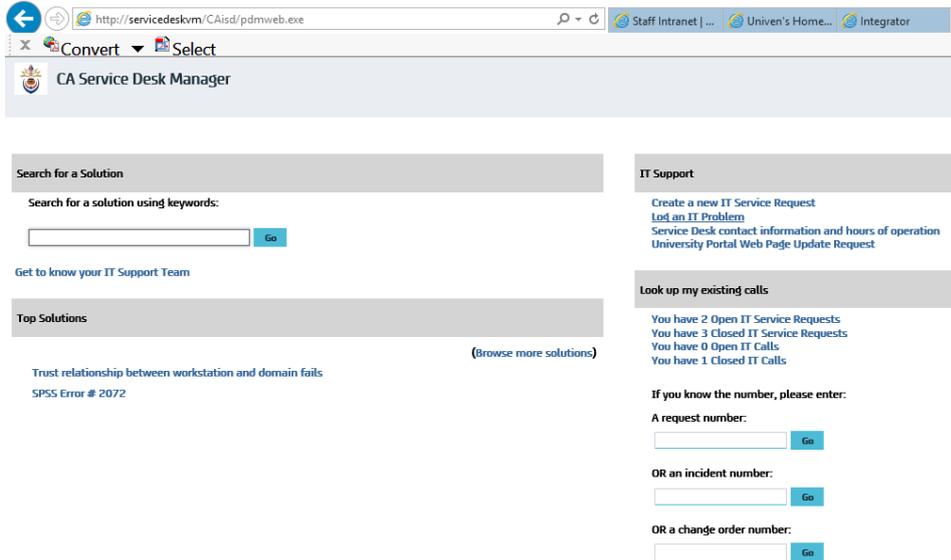
2. Go to UNIVEN website www.univen.ac.za

- Click on Staff
- Click on Help Desk



How to log ITS call on Helpdesk system

3. Click Log an IT Problem.



The screenshot shows the CA Service Desk Manager search interface. The browser address bar displays `http://servicedeskvm/CAisd/pdmweb.exe`. The page title is "CA Service Desk Manager".

Search for a Solution

Search for a solution using keywords:

Get to know your IT Support Team

Top Solutions

Trust relationship between workstation and domain fails
SPSS Error # 2072 [\(browse more solutions\)](#)

IT Support

[Create a new IT Service Request](#)
[Log an IT Problem](#)
[Service Desk contact information and hours of operation](#)
[University Portal Web Page Update Request](#)

Look up my existing calls

You have 2 Open IT Service Requests
You have 3 Closed IT Service Requests
You have 0 Open IT Calls
You have 1 Closed IT Calls

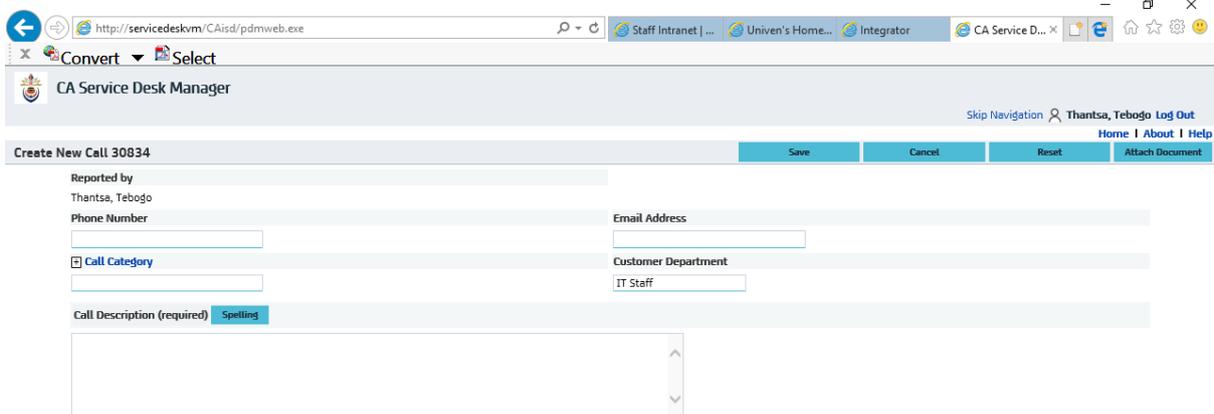
If you know the number, please enter:

A request number:

OR an incident number:

OR a change order number:

4. Complete information on all fields



The screenshot shows the "Create New Call" form in the CA Service Desk Manager. The browser address bar displays `http://servicedeskvm/CAisd/pdmweb.exe`. The page title is "CA Service Desk Manager".

Skip Navigation [Thantsa, Tebojo](#) [Log Out](#)

[Home](#) | [About](#) | [Help](#)

Create New Call 30834

Reported by
Thantsa, Tebojo

Phone Number Email Address

Call Category Customer Department
IT Staff

Call Description (required)



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5. Click on Call Category
 - Click Applications
 - Click ITS

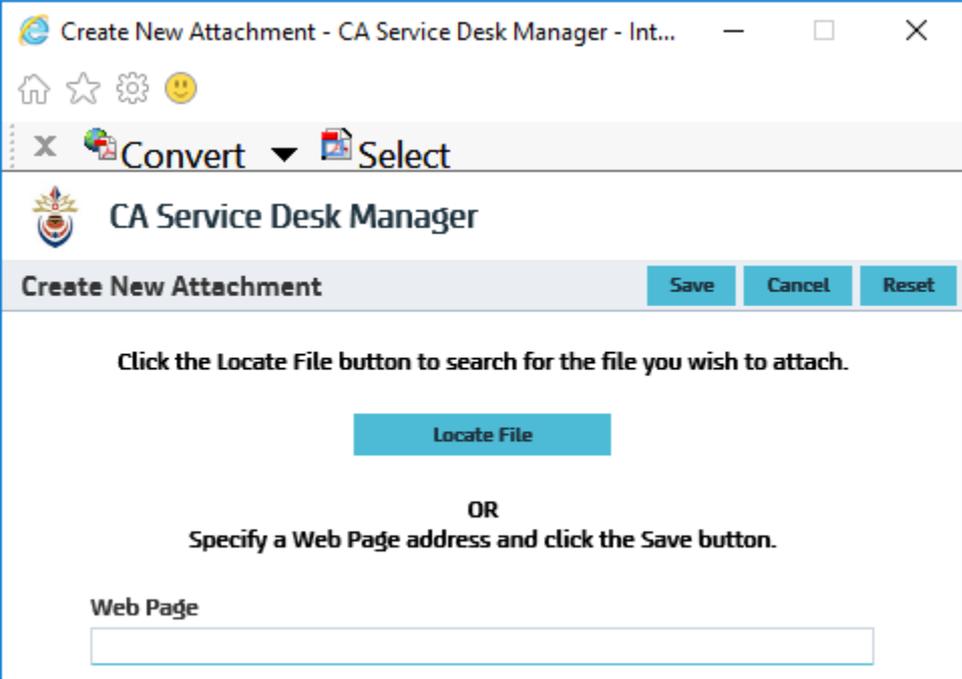
The screenshot shows the 'Incident Area Selection - CA Service Desk Manager - Internet Explorer' window. The main header is 'CA Service Desk Manager'. Under the 'Incident Area' section, the 'Applications' menu is expanded, showing options: Acrobat Professional, Endnote, Info slip, ITS (highlighted), Microsoft office, other, and SPSS. Below this, there are expandable sections for 'Network' and 'Printers'.

6. Click on Attach Document

The screenshot shows the 'Create New Call 30834' form in the CA Service Desk Manager. The form includes fields for 'Reported by' (Thantsa, Tebogo), 'Phone Number' (8817), 'Email Address' (tebogo.thantsa@univen.ac.za), 'Call Category' (Applications.ITS), and 'Customer Department' (IT Staff). The 'Call Description (required)' field contains the text: 'When linking a function on USERS-3 I get an error message, "Invalid attempt to give access to this function"'. At the top right of the form, there are buttons for 'Save', 'Cancel', 'Reset', and 'Attach Document' (highlighted in blue).

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7. Click Locate File.



Create New Attachment - CA Service Desk Manager - Int...

Convert Select

CA Service Desk Manager

Create New Attachment Save Cancel Reset

Click the Locate File button to search for the file you wish to attach.

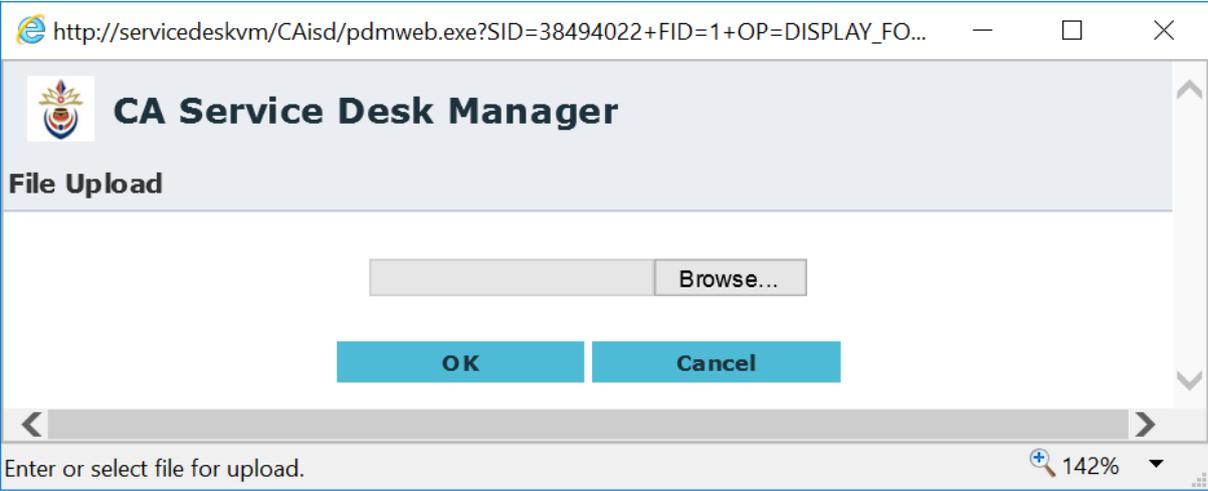
Locate File

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=38494022+FID=1+OP=DISPLAY_FO...

CA Service Desk Manager

File Upload

Browse...

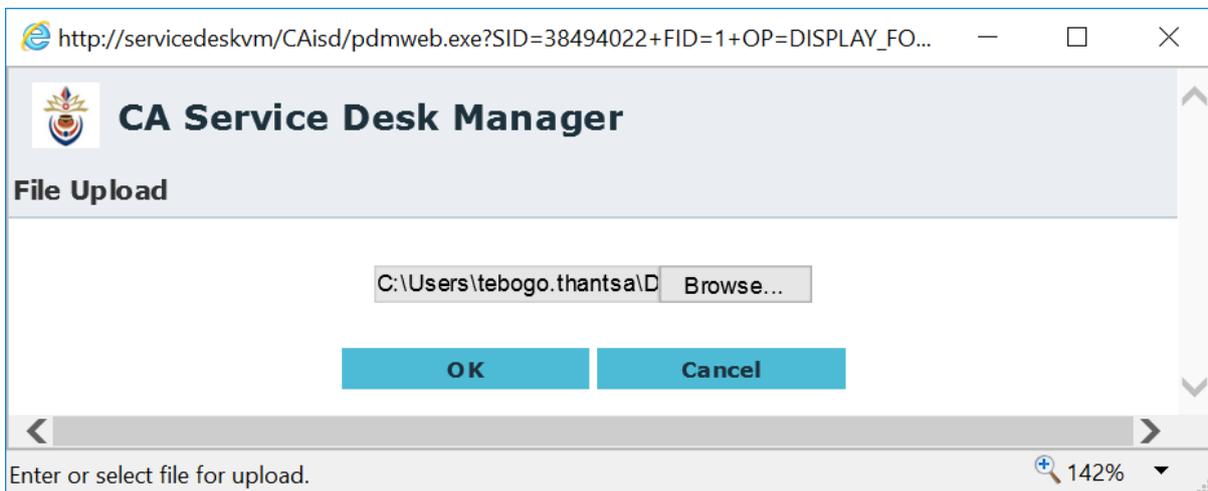
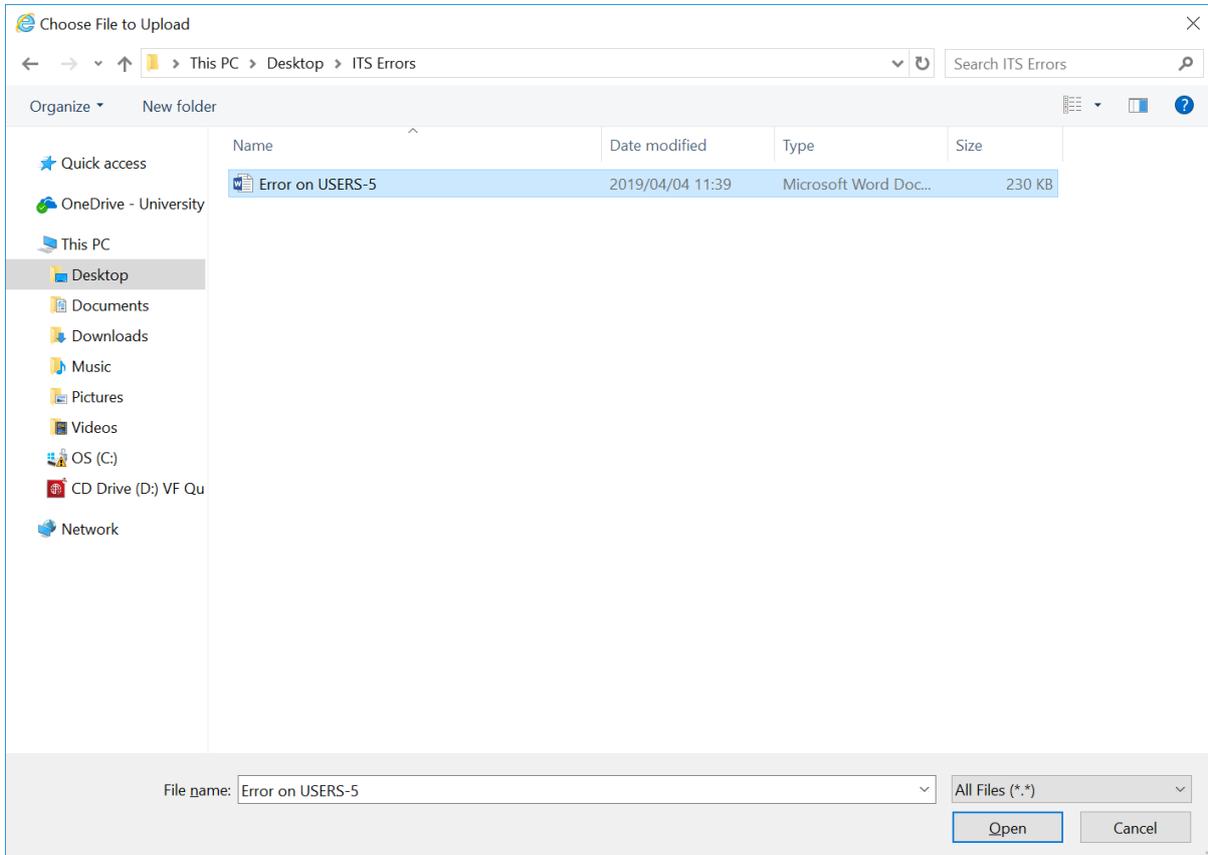
OK Cancel

Enter or select file for upload. 142%



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9. Attach the document and click ok.

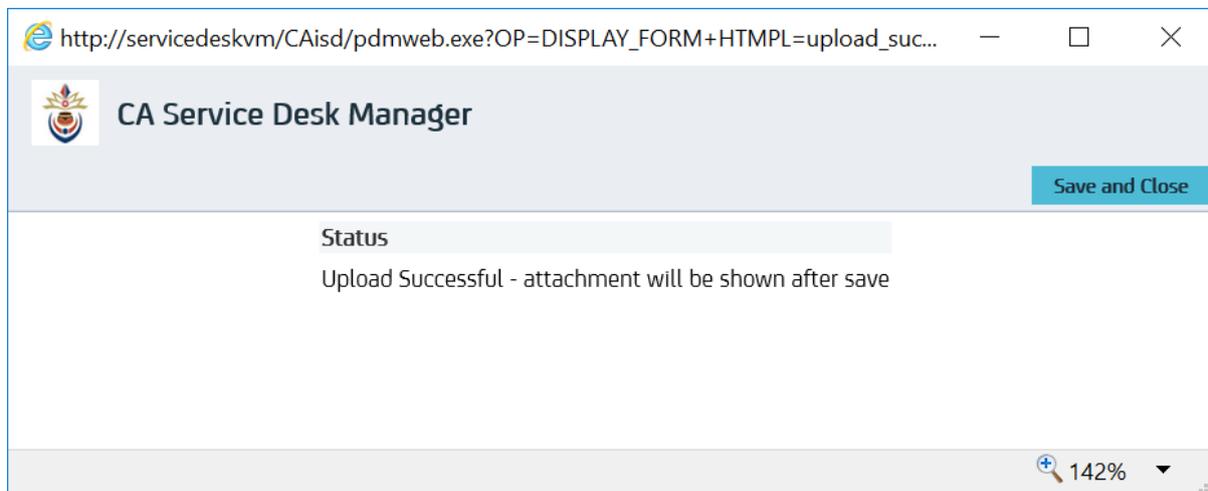




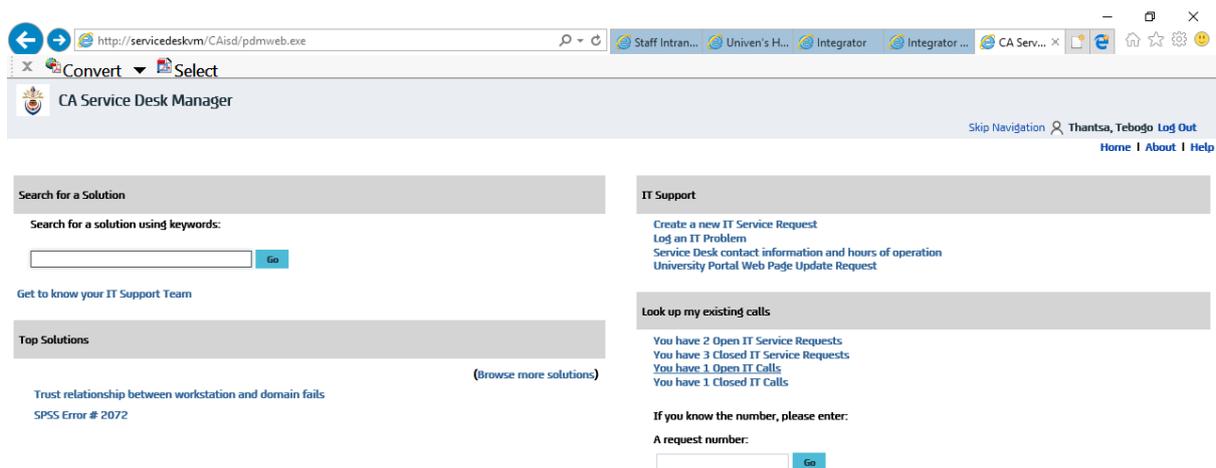
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10. Click save and close.

11. Helpdesk will then assign all ITS calls logged to System Operations team.



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





How to log ITS call on Helpdesk system

Browser window showing the CA Service Desk Manager interface. The address bar displays `http://servicedeskvm/CAisd/pdmweb.exe`. The page title is "CA Service Desk Manager".

Navigation links: Skip Navigation, Thantsa, Tebogo, Log Out, Home, About, Help

1 IT Call found

IT Call #	Status	Open Date	Priority	Group	Contacts
30834	Open	04/04/2019 11:27 am	5	Desktop	

1 IT Call found