Service Manager User Guide

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How to Log On

1.) Navigate to ots.loyola.edu. This self-service portal is your one stop to enter work orders for technology, check on existing and previous orders and learn more about the technology available to you.

2.) You will be asked to log into Inside Loyola.

3.) To enter the portal log in with your normal Loyola credentials.

4.) You will be brought to a home screen where you can decide to enter a request for service or report an incident with technology. Report an incident when something is
broken or not working properly; make a **request** when you would like something done.

**Making a Request**

1.) *After logging on*, choose the icon that says Make a Request. This option is available at all times, even when the offices of Technology Services are closed.

2.) Fill in the request form, making sure to enter all of the required fields with as much information as you can provide. The more information you give, the better.

3.) Once you are done filling in all the information about your request, press the save button at the bottom middle of the page.
Reporting an Incident

1.) After **logging on** choose one of the icons that say “Report an incident.” This option is available at all times, even when the offices of Technology Services are closed (see below for a key to what each icon means).

![Image of icons]

2.) Fill in the form as requested. Please note you are required to fill in the title and description fields on all incident forms, however some forms have other required fields depending on the issue. If you have any additional contact information or files you would like to attach, please attach them here. Please fill in as much information as you can in the description field; the more information you can provide, the better.

![Request Form]

3.) Once you have filled in all of your information, press the save button at the bottom middle of the page.
Description of Incident Icons

When entering an incident you can choose a category for your issue. Each category will have specific questions you need to answer to assist Technology Services with resolving your issue. Below is a guide to what categories are available. If you hover your mouse over each icon on the website, a short description of each issue will appear.

- **Web/Virtual Application Issue**
  You can use this option to report an incident related to virtual machines and any other web based application, like Citrix/Anywhere Apps.

- **Networking Issue**
  Report an incident related to Internet connectivity with this option. Please let us know if it is wireless or wired Internet and what devices are having difficulty.

- **Loyola Device Issue**
  If you are having trouble with a Loyola owned computer, tablet or phone you can use this option to tell us about the problem.

- **Security Issue**
  Access to the VPN, firewall issues and IP registration can be done through security issues.

- **Installed Application Issue**
  Any issues with installed software, like Microsoft Office, can be reported through the option for Installed Application Issues.

- **Report a General Issue/Other Issue**
  If the problem you are trying to report does not fit into any of the categories available please use this icon to report your incident.

- **Personal Device Issue**
  If you are having difficulty with your personal computer, phone, tablet or gaming device use this template to report the issue.

- **Privileges and Storage Issue**
  Use this option if you need access to shared H: Drives, SharePoint sites and other resources. You can also report issues with storage space through this option.

Check Your Open Work Orders

The self-service portal allows you to see all current and past work orders you have entered. If you are interested in seeing what work orders you have submitted and your request is still in the process of being addressed, you can check on ‘My Requests.’
1.) After **logging into the portal** you will see an icon for “My Requests” on the left- side menu.

2.) Click on My Requests and you will be brought to a page that shows all open requests that are in your name at that time. You will be able to see the ID, title, status, category, the date the item was last modified and the date it was created.

3.) To view more information about a specific work order, click on the item and it will open to show all the details about the request or incident. You can track what progress has been made on your work order and add a comment of your own to give more information, or ask about the status of the work order.

### Check Your Closed Work Orders

The self-service portal allows you to see all current and past work orders you have entered. If you would like to see the work orders you have submitted which have been closed you can check the closed tab within “My Requests.”

1.) First **navigate to “My Requests.”**
2.) Find the tab labeled “Closed.”

![Closed Tab](image)

3.) After clicking the closed tab you will see a list of all work orders that have been closed for you.
4.) To see more information about a specific work order, click on the work order and all the information, including the resolution.

### Add a Comment/Check Comments

1.) You can easily check the status of your work order, see what comments have been made on it by technicians, add comments of your own and respond to an email. After **navigating to your work order**, scroll down to the heading Action Log.

#### Action Log

2.) Below Action Log you can see when the work order was opened and any technician comments on the item.

3.) To read a specific comment, press the arrow to the left of the comment.
4.) To add your own comment, write it in the Comment box and press the “Add” button.

5.) Once you are done press “Apply” to save your changes, but stay on the page, “Save” to save your changes and leave the page, or “Cancel” to delete your comment.

How to Sign Out

1.) Click your name in the upper right hand corner.

2.) From the drop down menu choose “Logout.”

3.) You will be brought back to the sign in page after signing out is complete.