

Employee Self-Service

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Overview

Support@Duke allows all Duke employees to submit issues (known as incidents in the system), make requests for telecommunications services, and search the knowledge base. The tool is accessible with a Duke NetID from any Web browser on any device.

Logging in

Any Duke employee with a Duke NetID can access Support@Duke. To log in, do the following:

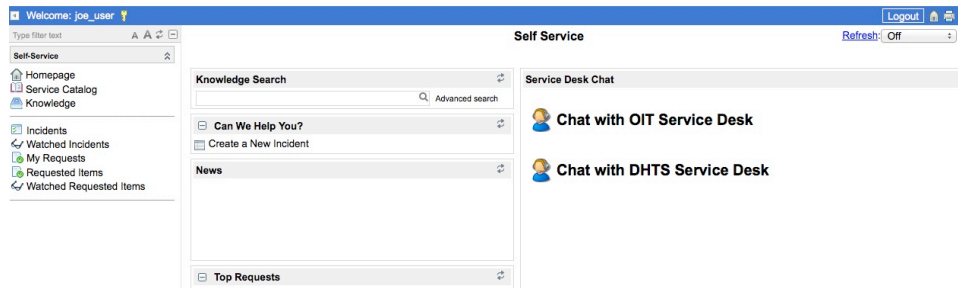
1. From a Web browser, visit <https://duke.service-now.com>. The **Duke Sign In** screen appears.
2. In the **NetID** box, type your Duke NetID.
3. In the **Password** box, type your NetID password.
4. Click **Enter**. The Support@Duke homepage appears.

Note: Many functions within Support@Duke utilize a right-click. Users of Mac trackpads may need to use a two-finger click to perform a right-click.

The Homepage

The Support@Duke homepage is made up of three main elements:

- **Banner** – The area at the top of the page
- **Application Navigator** - The left navigation
- **Content Pane** - The body of the page



The sections below describe each area in more detail.

Banner

When you are logged in, your name is displayed in the upper left of the banner. On the right, buttons for **Logout**, **Home**, **Print**, and **Help** are displayed.

- **Logout** – Click to log out of Support@Duke
- **Home** – Click the house icon to return to the homepage
- **Print** – Click the printer icon to open a printer-friendly page view
- **Help** – Click the help (?) icon to be directed to ServiceNow’s Wiki

Application Navigator

The application navigator, displayed on the left side of the screen, provides links to common self-service functions:

- **Homepage** – Takes you to the homepage
- **Service Catalog** – Presents items that you may request, including creating an incident (reporting an issue) and requesting telecommunications services. As Duke’s use of Support@Duke is expanded, more functionality will be added to the Service Catalog
- **Knowledge** – Contains “how to” documentation for a wide variety of Duke applications and computer issues. For more detail on the Knowledge Base, refer to the *Knowledge Management Guide*
- **Incidents** – Displays all open incidents you have submitted
- **My Requests** – Displays active requests submitted through the Service Catalog
- **Requested Items** - Displays active items requested through the Service Catalog

<https://duke.service-now.com>

Log in with your Duke NetID from any browser on any device.

Content Pane

By default, the content pane displays the following:

- **Knowledge Search** – Search the knowledge base for how-to instructions or an answer to a question
- **Can We Help You** – Create a new incident (submit an issue)
- **News** – Announcements provided by IT support
- **Top Requests** - Frequently requested items from the Service Catalog
- **My Incidents by State** – A graphic representation of your incidents
- **My Open Incidents** – A list of your open incidents
- **My Requested Items** – A list of active items you've requested through the Service Catalog
- **My Incident History** – A list of your resolved incidents
- **My Requested Item History** – A list of completed items associated with Service Catalog requests

Searching the Knowledge Base

The Support@Duke knowledge base contains hundreds of articles on a wide range of IT topics, from how to connect to the Duke network to how to configure your email client. Before you submit a request for help (incident), search the knowledge base for a possible resolution to your issue. To search the knowledge base, do the following:

- From the **Homepage**, in the Content Pane, enter the search term(s) in the **Knowledge Search** box, then press **Enter**.

To refine your results, do the following:

1. Click **Advanced Search**. **Topic** and **Category** lists appear.
2. In the **Topic** list, select the desired topic.
3. In the **Category** list, select the desired category.
4. In the **Knowledge** list, leave **Knowledge** selected to search the knowledge base, or select **ServiceNow wiki** to search the ServiceNow Wiki (Google and Microsoft searches are disabled).
5. Click in the **Knowledge Search** box again and press **Enter**.

<https://duke.service-now.com>

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Browsing the Knowledge Base

You may browse the knowledge base by topic.

1. In the **Application Navigator**, under **Self Service**, click **Knowledge**. The Knowledge Base appears in the Content Pane.
2. Browse by the following topics: **General**, **IT Policies**, and **Applications**.

Submitting an Issue (Incidents)

Incidents are interruptions in service or IT issues that you can't resolve on your own. (To report a telecommunications issue, see *Making a Request*, below). Support@Duke allows you to report incidents directly to your IT support group. To open an incident, do the following:

1. In the **Application Navigator**, under **Self Service**, click **Incidents**. The Incidents window appears in the Content Pane.
2. Click **New**.

Note: You may also open an incident via the Service Catalog. From the **Application Navigator**, select **Service Catalog**, then select **Create a New Incident**.

3. Fill in the fields. Click the **Help** links for more information about each field:
 - **Open on behalf of this user** – This is your name by default. To search for another user, click the magnifying glass and search for the desired name.
 - **Regarding a previously closed incident?** – Select Yes or No.
 - **Details** – Describe the details of the issue you are experiencing, including device, operating system, application, error message, etc.
 - **Technical Support Group** – Select from the list of groups. If you are not sure of which group to select, choose DHTS Help Desk if you are with the Health System, and OIT Service Desk if you are with the University.
4. Click **Submit**. You will receive an email when support staff updates the incident.

Viewing Open Incidents (My Open Incidents)

To view your open incidents, do one the following:

- In the **Application Navigator**, under **Self Service**, click **Homepage**. Your open incidents are displayed under **My Open Incidents**.
- In the **Application Navigator**, under **Self Service**, click **Incidents**. The Incidents window appears in the Content Pane, and displays any open incidents.

<https://duke.service-now.com>

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Making a Request (Service Catalog)

The **Service Catalog** allows you to submit requests for specific services. To make a request, from the **Application Navigator**, select **Service Catalog**. Currently, Duke's Service Catalog is configured for the following requests:

- Create a new incident (related to IT issues)
- Telecommunications

Over time, the Service Catalog will expand to include more types of requests.

Creating a New Incident

To submit an IT-related issue, click **Create a New Incident**. For details, see *Submitting an issue*, above). To submit a telecommunications issue, see below.

Telecommunications Requests

The Service Catalog allows you to make the following telecommunications-related requests:

- Phone Lines
- Voice Mail
- ACD or Auto Attendant
- Report a Telecommunications Service Issue

To make a request, select the desired option, complete the form, and click **Order Now**. You will receive an email confirmation of your request. When the request is fulfilled, you will receive another email confirmation. Read below about viewing your requests.

Viewing Requests (My Requests, My Requested Items)

You can view details about your active requests and individual items related to them.

To view **requests** you've made through the Service Catalog:

1. From the **Application Navigator**, select **My Requests**. A list displays the request number, approval state, opened and due dates, and task information.
2. Click the request number to view a request's detail.

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A single request may have more than one item associated with it (for example, a request to order two new phone lines will have two items associated with it).

To view **individual items** for your requests:

1. From the **Application Navigator**, select **Requested Items**. A list displays the item number, the request number, the person the item was requested for, the item itself, the approval state, the quantity, the stage in the order process, and the state of the item.
2. Click the item number to view an item's detail.

Using Chat

While logged in to Support@Duke, you may chat with an IT support staff member. To initiate a chat, from the **Homepage**, under **Service Desk Chat**, click one of the following, depending on which central IT group supports your area:

- *Chat with OIT Service Desk*
- *Chat with DHTS Service Desk*

The chat window opens. Type to chat with support staff.

Additional Resources

For more information about Support@Duke, visit <http://sites.duke.edu/supportatduke>.