IMS Self Service Portal

Customer Guide

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The IMS Self Service Portal provides UTHSCSA with a centralized location for creating a request to IMS

There are two categories for requesting support from IMS:

- **My Services:** you use this category to ask for a change or update to a product or service
- **Request Support:** you use this category to request a fix for something broken

The IMS Self Service Portal is accessible off campus and is compatible with a PC or Mac.

This Guide is provided for you to further assist with creating a Service or Request, how to checking the status for either a Service or Request, how to complete the Authorization process, including other helpful information.

For further questions with a Service or Request you are creating, please contact the IMS Customer Service Department for Guidance at 567-7777 opt. 1 Monday – Friday from 8 am – 5 pm.
How to log onto the IMS Self Service Portal:

Use the link provided below and log onto the IMS Self Service Portal with you UTHSCSA Domain ID and UTHSCSA Password:

http://supportworks.uthscsa.edu/sw/selfservice/
How to Submit a “My Services” using the IMS Self Service Portal:

Note: a “My Service” is used to ask for a change or update to a product or service.

1. Click on “My Service” from the Main Menu or from the “My Services” Icon.
From the My Services Page, you have (2) options on how to find a My Service Request.

1st option: Type in a Trigger name within the “Service Search” field box and leaving the defaulted Search option as “All Categories”, click Search.

2nd option: Go to the “My Services” Section, click the [+] expand button of the Service Category name, and click “Raise Request” from the Service Request name.

Note: To assure that the correct Service is being raised as Raised Request, a Feature Description if provided when clicking the [+] expand button a 3rd time from the Service Request name.
*if selected to do the 1st option, below is an example when entering a “Trigger name” for a My Service.

Depending on which type of “My Services” you select, you will have a series of questions that follow. Most “My Services” have been modeled with questions to better assist you when completing the form. Those “My Services” questions highlighted in RED font are* required fields before pursuing to the Next page.
How to Submit a “My Services” to Add or Delete UTHSCSA Domain Account

Note: The “Raise Request”, would be “Network Account”. This option is also used to request, i.e Password Reset, Wireless Access and Group Membership

Step 1: Select the Drop down Arrow for the option of Services

Step 2: Select “Domain Account” and click in NEXT

Step 3: Type in all Required Fields, Select a Type of Domain Access Request? and Click Next

Note: Select NEW purchase a UTHSCSA Email Account or DELETE to remove UTHSCSA Email Account
**Step 4:** Answer the Appropriate answer for your Service Request and Next

Note: If you selected more than one user, attach a spreadsheet after you select Submit with the following information: First Name, Last Name, Student/Employee/POI ID, Date of Birth (dd/mm/yyyy)

**Step 5:** Type in all Required Fields and Click Next
**Step 6:** Provide Detail information in the Addition Information Field Box below, click Next:

![Image of the Service Detail (Network Account) section with a step to provide additional information.]

**Final Step:** Click the “Submit” to log your “My Service” and receive a Reference Number.

![Image of the Service Detail (Network Account) section with a button labeled “Submit.”]

Reference Number shown on the next page.
The “My Services” will be sent through the IMS Department Support Works Client Application assigned to the IMS Service Desk.

The IMS Service Desk will redirect your “My Service” or “Request Support” (If submitted, see pg 28) to the appropriate IMS Department Support Group for review and expediting your “Service” or “Request”.

Once your “Service” or “Request” has been completed, the status to either “Service” or “Request” will show as “Closed” or “Resolved” from your Home Page and the “My Requests” link (see pg 22). You should also receive an email notification.

If you have further questions about the status of your “Service” or “Request”, reference page 27 of this Guide or call the IMS Service Desk at 567-7777 opt 1, Monday – Friday, from 8 - 5 pm.

**Note: If you completed PDF form, you will not receive a Reference Number and the IMS Service Desk will not receive the document. You will need to contact the Department who is in charge of that form to check the Status.
How to Submit “My Service” for a Long Distance Code using the IMS Self Service Portal

From the “Main Menu” go to → My Services → click on expand button [+] for Phone and Mobile Services and Select “Raise Request” for Long Distance.

Step 1: Type in all Required Fields; Select the Appropriate Long Distance Service and Click Next

NOTE: The Project ID’s Listed as your option to select, are the Project ID’s listed for will be from your Home Department ID. *if you need to add a different Project ID, please select any PID to bypass this required page and ADD the correct Project ID within the “Detailed “ box BEFORE “Submitting”
Step 2: Click the Drop down arrow and select the type of choice for your Service Request and Click NEXT.

Step 3: Complete each Required Entry and select NEXT.

Step 4: Add any Additional Information and select NEXT.
**Final Step:** Click the “Submit” to log your “My Service” and receive a Reference Number.

**NOTE:** If you are the Approver for this Service Request, you will be notified and when requesting a 800 number, Request for Faculty / Staff, the turnaround time is 10 days.
How to Submit a “My Services” Request for a Mobile Phone using the IMS Self Service Portal

From the “Main Menu” go to → My Services → click on expand button [+] Phones and Mobile Services and Select “Raise Request” for

Note: You can also Type “Mobile Phones” within the “Service Search” option Field box

**Step 1:** Type in all Required Fields; Select the Appropriate Long Distance Service and Click Next

**NOTE:** The Project ID’s Listed as your option to select, are the Project ID’s listed for your Home Department. *if you need to add a different Project ID, please select any PID to bypass this required page and ADD the correct Project ID within the “Detailed“ box BEFORE “Submitting”
**Step 2:** All fields are required. When completed select Next

**Step 3:** Provide additional information as needed. i.e. Unlimited Data and Unlimited Texting etc. including any accessories and click Next
**Final Step:** Click the “Submit” to log your “My Service” and receive Reference Number.
How to Submit a “My Service” for a New Computer Set Up from the IMS Self Service Portal

From the “Main Menu” go to  My Services  click on expand button [+] for “Computers and Peripherals”, click on expand [+] button to view all the Type of Services provide for this Category. Click “Raise Request” for “Setup-Upgrade-Change”

**Step 1:** Complete all Required Fields and select Next
**Step 2:** Select the type of Service you are requesting and select Next

**Step 3:** Fill out all required field boxes and select Next
**Step 4:** Fill out this Service Request Page if the Point of Contact is not the Requester

**Step 5:** Add Detail Information and select “Next”
**Final Step:** Click the “Submit” to log your “My Service” and receive a Reference Number.

**Note:** The Expected turnaround time is 10 Business Days.
How to Check the Status of a “Service” or “Request” using the IMS Self Service Portal

1. To view a listing of the Service Requests you have submitted, click on “My Requests” from the Menu option or from the “My Request” Icon.

*Note: You will only be able to view your own service requests*
2. In the “Status” column, you will see the status of your Service Request.
3. Double-Clicking on the Reference number will reveal more details and Click on EACH tab as shown further below to review more detail of the Status to your Request.

**Details Tab** – The Details Tab shows who submitted the service request; the Service Level Agreement information detail showing when the request was logged; the date when the Service Desk will respond to the customer; the date of completion and who handled the request.

**Components** – The Components Tab is for Back office View only.

**Business Process Details Tab** – The Business Process Details tab shows the stage, progress and completion of the request.

**Diary Tab** – The Diary Tab provides the communication of the lifecycle of the request. From start (when the customer submitted it), to the end of the request (request completed and closed).
**Attachments Tab** – The Attachments Tab allows the Customer to upload any document, image, or spreadsheet to provide additional details to assist the Service Desk when completing the service request.

**Update Request Tab** – The Update Request Tab allows the customer to provide more detail and clarify the need for the request. Any added inputs will be copied to the Diary Tab for recording, eliminating the need for email communication.

**Note: If you completed PDF form, you will not receive a Reference Number and you cannot check the Status from the IMS Self Service Portal. You will need to contact the Department who is in charge of that form to check the Status.**
How add Updates to a “Service” or “Request” using the IMS Self Service Portal

Follow the Steps as listed above “How to Check the Status a “Service” or “Request”, then follow the steps provided below.

Click the “Update Request” tab to enter comments, attach files, or cancel the service request and select “Click here to submit this update”

When updating, the preferred method is updating information based on the User you have added to a “My Services” or correct information to a “Request Support”

Note: If you are canceling the request, enter comments with an explanation as to why?
1. After all updates are complete, click on Submit. You will receive the following message telling you “the update to xxxxxx was applied successfully”. Click on OK.
How to Submit a “Request Support” using the IMS Self Service Portal

**Step 1:** Click on “Request Support” from the Main Menu or from the “My Request” Icon.
Step 2: Select the Drop-Down Arrow and choose the Type of Problem Description Title for the type of Issue you are having.
Step 3: After you selected the Category, you will now be given the option to add the “Type” of Service for the category.

Note: If the “Service” is not listed to the Category selected, you can click on the “Go Back a Level” TWICE and click on the <<here>> option located further above the Log New Support Request page.
Next, you will follow the steps below:

**Step 1:** click the <<here>> option.

**Step 2:** click on the “All Services” Tab and scroll down to search for the type of service you will be requesting.
Whether you have selected the “Type” of service from the Category Drop-Down list or from the “All Services” tab, go to step 3:

**Step 3:** Continue completing your “Request Support” form by completing the “REQUIRED” Field box marked with a Red Triangle and Add Additional Detail Information, then Click “Submit Request”

Note: Providing detailed information will assist the IMS Service Desk in expediting your Request Support.

**Final Step:** Once you have “Submitted” your Request, you will receive a Reference Number.
For ACE’s: How to Submit a “My Service” for HSC Business Application Access using the IMS Self Service Portal

From the “Main Menu” go to → My Services → click on expand button [+] for Accounts and Access Management and Select “Raise Request” from the Business Application Access option.
For the following example, we are requesting a change in access for Julia Roberts to the Data Warehouse Application and HR Pay Listing.

*Note: to Add or Delete access, chose PSAR from the Drop down List*

**Step 1:** Enter an answer in each field, click on Next to proceed to the next screen and click NEXT.

*Note: All questions provided after selecting “Next” are required in order to proceed to the “Submit” option. If you have further questions or need assistance, Please contact DCATS at 567-7777 opt. 5 or email at dcats@uthscsa.edu*
**Final Step:** Click the “Submit” to log your “My Service” and receive Service Log.
Reference Logged # shown below

NOTE: To check the status of your “My Services” or “Request Support” go to back to page 22
For Approvers: How to Authorize a “Service” or “Request” using the IMS Self Service Portal

From the Home Page go to → My Authorizations link

Step 1: Double – Click on the Service Request from the “Pending Your Authorization Tab”
Step 2: Review the Service Request, and verify the “Charge Centre” for the Project ID for the Service is Valid.
Step 3: Click on the on the “Authorization Decision” tab. Click on the Drop-Down Arrow to select “Authorize”

Note: if the Project ID is incorrect from the “Detail” Tab, type the “CORRECT” Project ID in the Authorizer Box before Submitting.
How to Add a “My Service” as a Favorite using the IMS Self Service Portal

From the Home Page go to → My Services → Click on the [+] for a Service, [+] one more time for the Service to add as your Favorite, CHECK MARK in the box for “My Favorite”
The “My Services” selected will populate to the “My Favorite” section