



# IMS Self Service Portal

## Customer Guide



Version 3 – April, 2013

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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.win/uthscsa.edu/sw/selfservice/>

INFORMATION MANAGEMENT & SERVICES  
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### Login

**Customer ID:**

**Password:**

Remember me on this computer

[Forgotten your password?](#) [Sign In](#)

Your session has timed out. Please log in again

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# 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*.

The screenshot shows the IMS Service Desk interface. The top header includes the logo for INFORMATION MANAGEMENT & SERVICES and UT HEALTH SCIENCE CENTER SAN ANTONIO, along with a 'logout' link and the text 'Signed in as Jerry L Beesley'. The main content area is titled 'IMS Service Desk - UT Health Science Center at San Antonio'. A navigation menu on the left lists: Home, My Services (circled in green), Request Support, My Requests, Knowledge Base, My Profile, and Help. The main content area is divided into several sections: 'How can we help you today?' with four icons (My Services, Request Support, My Requests, Knowledge Base), 'Request Summary' with a bar chart showing 10 Active and 2 Resolved requests, 'Information Board' with a welcome message, 'Recent Requests (Last 5)' with a list of requests, and 'Notifications'.

| Status   | Count |
|----------|-------|
| Active   | 10    |
| Resolved | 2     |

| Request ID | Request Description         | Status   |
|------------|-----------------------------|----------|
| F0001999   | Business Application Access | Active   |
| F0001998   | Business Application Access | Active   |
| F0001951   | VoiceMail                   | Resolved |
| F0001945   | Pagers                      | Active   |
| F0001942   | Mobile Phones               | Active   |

From the My Services Page, you have (2) options on how to find a My Service Request.

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

**2<sup>nd</sup> 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 is provided when clicking the [+] expand button a 3<sup>rd</sup> time from the Service Request name.

The screenshot displays the IMS SelfService interface for UT Health Science Center at San Antonio. The user is logged in as Jerry L Beasley. The page is divided into several sections:

- Navigation Menu:** Home, My Services, Request Support, My Requests, Knowledge Base, My Profile, Help.
- Service Search:** A search box with a dropdown menu set to "All Categories" and a "Search" button. A green circle highlights this area with the label "1st option".
- My favorite services:** A list of services with status indicators and "Raise Request" buttons:
  - Email
  - Mobile Phones
  - Telephony and Related Services
  - VoiceMail
  - Network Account
- My Services:** A section with expandable categories. A green circle highlights the "My Services" header with the label "2nd option". Below it, the "Accounts and Access Management" category is expanded, showing "Business Application Access" with a "Raise Request" button circled in green.
- Service Request Summary:** A pie chart showing "Active, 19" and "Closed, 8".
- Notifications:** A section with "Anti-Virus" and "Offline" notifications.
- Other Services:** A list of services including CEDAR, CTRC, Federated Authentication, Hallway Copier, HSC Alert, Network Account, and Remote Office.

**\*if selected to do the 1<sup>st</sup> option, below is an example when entering a “Trigger name” for a My Service.**

Search All Categories [ ] Search

All Categories : **email**

Search Results

Rows Per Page : 10 << 1 to 3 of 3 >>>

|  |  |   |   |
|--|--|---|---|
|  | <b>Email</b><br>Request an Email Account, Expand Email Account Storage, Disable, Change, Delete Email, Forward Email (Alias); Access / Create to Shared Resource, Distribution Lists | ✓ | <b>Raise Request</b><br>Service requests: 0 |
|  | <b>Listserv</b><br>Request to create, delete, or modify a Listserv list  | ✓ | <b>Raise Request</b><br>Service requests: 0 |
|  | <b>VoiceMail</b><br>Request New voicemail, Passcode Reset, Modify/Change (Name), Disconnect, Distributed Call Service-Calling Tree, Announcement Only Mail Box                       | ✓ | <b>Raise Request</b><br>Service requests: 1 |

***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

The screenshot shows the 'Service Detail [Network Account]' page. The left sidebar contains navigation links: Home, My Services, Request Support, My Requests, Knowledge Base, My Profile, and Help. The main content area has tabs for Summary, Raise Service Request, Active Requests, and Closed Requests. The 'Network Account' section describes the service. Below it, the 'Basic Request Information' section prompts the user to enter information. A dropdown menu is open, showing 'Domain Account' selected. A green circle with the number '1' is around the dropdown arrow, and a green circle with the number '2' is around the 'Domain Account' option. A 'Next' button is visible at the bottom right.

**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

The screenshot shows the 'Service Detail [Network Account]' page. The left sidebar contains navigation links: Home, My Services, Request Support, My Requests, Knowledge Base, My Profile, and Help. The main content area has tabs for Summary, Raise Service Request, Active Requests, and Closed Requests. The 'Network Account' section describes the service. Below it, the 'Domain Account Request' section prompts the user to enter information. The 'Approver Name' field is filled with 'Julia Roberts', the 'Approver Email Address' field is filled with 'robertsj@uthscsa.edu', and the 'Type of Domain Access request?' dropdown menu is open, showing 'New' selected. A green circle with the number '3' is around the 'New' option. A 'Back' button is visible at the bottom left, and a 'Next' button is visible at the bottom right.



**Step 4:** Answer the Appropriate answer for your Service Request and Next

The screenshot shows a web interface for 'Service Detail [Network Account]'. On the left is a navigation menu with items: Home, My Services, Request Support, My Requests, Knowledge Base, My Profile, and Help. The main content area has tabs for Summary, Raise Service Request, Active Requests, and Closed Requests. Under the 'New Account Request' section, there is a question: 'Is this request for more than one user?' with two radio button options: 'Yes' and 'No'. A green circle with the number '4' is drawn around the question and options. 'Back' and 'Next' buttons are visible at the bottom.

**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

The screenshot shows the same web interface as Step 4. In the 'Single New Account Request' section, there are four text input fields: 'First Name' (containing 'Channing'), 'Last Name' (containing 'Tatum'), 'Student/Employee/POI ID' (containing '553366'), and 'Date of Birth (dd/mm/yyyy)' (containing '01/21/1980'). A green circle with the number '5' is drawn around these fields. 'Back' and 'Next' buttons are visible at the bottom.

**Step 6:** Provide Detail information in the Addition Information Field Box below, click Next:

Service Detail [Network Account]

Summary Raise Service Request Active Requests Closed Requests

**Network Account**  
Accounts Mgmt. creates or deletes a domain account(s) per customer request. Billing sets up one-time and recurring billing.

**Additional Information**

6 Please include any additional information about this request.  
Provide additional information, i.e. PID if needed, etc.

Back Next

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

Service Detail [Network Account]

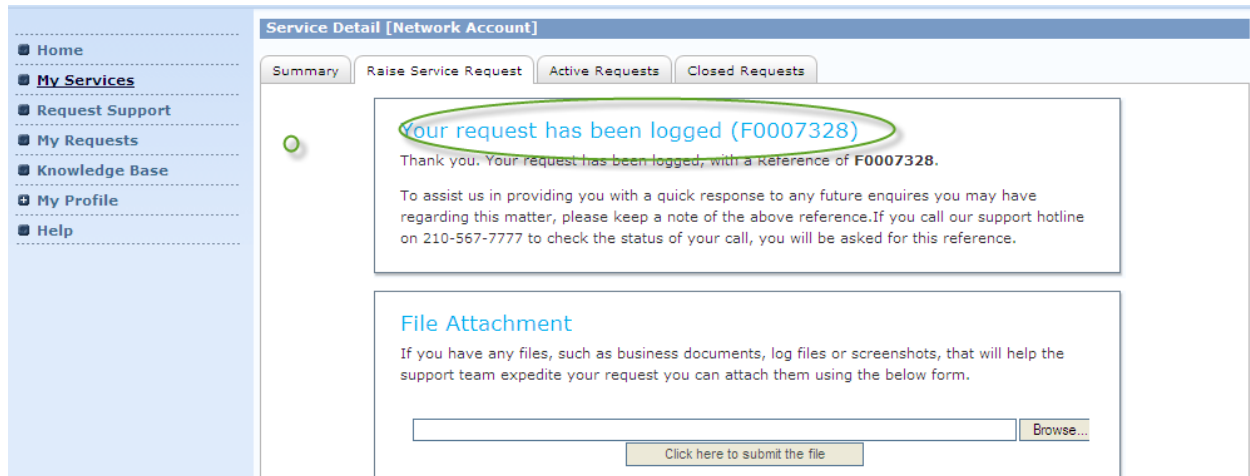
Summary Raise Service Request Active Requests Closed Requests

**Network Account**  
Accounts Mgmt. creates or deletes a domain account(s) per customer request. Billing sets up one-time and recurring billing.

Your request is ready to be submitted. File attachment option available on submission of request.

Back 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 or to the IMS Group owner.

The IMS Service Desk will redirect your “My Service” or “Request Support” (If submitted, see pg 26) to the appropriate IMS Department Support Group for review and expediting your “My Services” or “Request Support”.

Once your “My Services” or “Request Support” has been completed, the status to either “My Services” or “Request Support” will show as “Closed” or “Resolved” from your Home Page and the “My Request” link (see pg 20). You should also receive an email notification.

If you have further questions about the status of your “My Services” or “Request”, reference page 20 of this Guide for the Steps or call the IMS Service Desk at 567-7777 opt 1, Monday – Friday, from 8 -5 pm.

**\*\* Note: If you completed a 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. Also, Approvers will not approve the PDF form from the “My Authorization link” from the IMS Self Service Portal.**

**Additional Note: NOT ALL types of “My Services” require an Authorization for approval from the IMS Self Service Portal.**

## How to Submit “My Services” 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

The screenshot displays the IMS SelfService portal interface. At the top left is the logo for UT Health Science Center San Antonio, with the text 'INFORMATION MANAGEMENT & SERVICES' above it. At the top right, it says 'Signed in as Jerry L Beesley' and 'logout'. The main header reads 'IMS SelfService - UT Health Science Center at San Antonio'. On the left is a navigation menu with items: Home, My Services (highlighted), Request Support, My Requests, Knowledge Base, My Profile, and Help. The main content area is titled 'Service Detail [Long Distance Services]' and has tabs for 'Summary', 'Raise Service Request', 'Active Requests', and 'Closed Requests'. The 'Raise Service Request' tab is active. Below the tabs, there are three sections: 1. 'Long Distance Services' with a text box containing: 'The following process will be used by the department requesting 800 Number Request for faculty/staff. Expected turnaround time 10 days.' 2. 'Long Distance Service Information' with the instruction 'Please enter the following information'. 3. A form with four fields: 'Enter Project ID (PID)' (text input), 'Approvers Name' (text input), 'Approver Email' (text input), and 'Select Long Distance Service' (dropdown menu with '-Select Choice-' selected). At the bottom of the form are 'Back' and 'Next' buttons. A green circle with the number '1' and an arrow points to the 'Enter Project ID (PID)' field.

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**Step 2:** Click the Drop down arrow and select the type of choice for your Service Request and Click NEXT.

The screenshot shows the 'Service Detail [Long Distance Services]' page. The page has a navigation menu on the left with options: Home, My Services, Request Support, My Requests, Knowledge Base, My Profile, and Help. The main content area has tabs for Summary, Raise Service Request, Active Requests, and Closed Requests. Under the 'Long Distance Services' section, there is a text box stating: 'The following process will be used by the department requesting 800 Number Request for faculty/staff. Expected turnaround time 10 days.' Below this is a section for 'LD Authorization Code'. A red prompt asks 'What type of Long Distance service do you require?'. A dropdown menu is open, showing options: '-Select Choice-', '-Select Choice-', 'New', 'Change', and 'Delete'. A green circle with the number '2' and an arrow points to the dropdown arrow. A 'Next' button is located at the bottom right of the form.

**Step 3:** Complete each Required Entry and select NEXT.

The screenshot shows the 'Service Detail [Long Distance Services]' page with the 'New LD Authorization Code' section. The page has the same navigation menu as the previous screenshot. The main content area has tabs for Summary, Raise Service Request, Active Requests, and Closed Requests. Under the 'New LD Authorization Code' section, there is a text box stating: 'Please enter the following information'. Below this is a red prompt 'Select LD Service' with three radio button options: 'Texas Only', 'Nationwide', and 'International'. There are three text input fields labeled 'Responsible Persons First Name', 'Responsible Persons Last Name', and 'Employee Badge ID number'. A green circle with the number '3' and an arrow points to the 'Responsible Persons First Name' field. A 'Back' button is at the bottom left and a 'Next' button is at the bottom right of the form.

**Step 4:** Add any Additional Information and select NEXT.

The screenshot shows the 'Service Detail [Long Distance Services]' page. The left sidebar contains a navigation menu with items: Home, My Services, Request Support, My Requests, Knowledge Base, My Profile, and Help. The main content area has tabs for Summary, Raise Service Request, Active Requests, and Closed Requests. The 'Submit Request' section is active, showing a text area for 'Details' with the placeholder text 'Add Additiona Information as Necessary.' A green circle with the number '4' and an arrow points to this text area. Below the text area are 'Back' and 'Next' buttons. The top header includes the UT Health Science Center logo and the text 'IMS Service Desk - UT Health Science Center at San Antonio'.

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

This screenshot shows the same 'Service Detail [Long Distance Services]' page, but the 'Details' text area is now empty. The 'Submit' button is now visible at the bottom right of the main content area. The rest of the interface, including the sidebar and header, remains the same as in the previous screenshot.

**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

The screenshot displays the 'Service Detail [Mobile Phones]' page in the IMS SelfService portal. The page header includes the UT Health Science Center logo and the user's name, Jerry L. Beesley. The left sidebar contains navigation links: Home, My Services, Request Support, My Requests, Knowledge Base, My Profile, and Help. The main content area has tabs for Summary, Raise Service Request, Active Requests, and Closed Requests. The 'Raise Service Request' tab is active, showing the 'Mobile Phone Service' details. The form includes a description of the service, a section for 'Mobile Phone Service Information' with a prompt to enter information, and several input fields: Installation Project ID, Monthly Project ID (for recurring charge), Department ID, Approver Name, Approver Email, Contact Name, and Contact Email. A dropdown menu for 'Select Mobile Phone Service Type' is set to '-Select Choice-'. 'Back' and 'Next' buttons are located at the bottom of the form. A green circle with the number '1' and an arrow points to the 'Monthly Project ID' field.

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**Step 2:** All fields are required. When completed select Next

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logout  
Signed in as Jerry L Beesley  
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Service Detail [Mobile Phones]

Summary | Raise Service Request | Active Requests | Closed Requests

**Mobile Phone Service**

The IMS Client Support Services mobile phone service allows UTHSCSA faculty and administrative staff to obtain mobile phone device and service through the UTHSCSA contracts with Verizon or AT&T. Expected turnaround time 10 days.

**New Phone Service Information**

Please enter the following information

Provider?

AT&T  
 VERIZON

Airtime Plan? [Available Airtime Plans](#)

Type of Phone?

Is this a previously purchased device that is being activated?

Yes  
 No

Back | Next

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**Step 3:** Provide additional information as needed. i.e. Unlimited Data and Unlimited Texting etc. including any accessories and click Next



- Home
- My Services**
- Request Support
- My Requests
- Knowledge Base
- My Profile
- Help

Service Detail [Mobile Phones]

- Summary
- Raise Service Request
- Active Requests
- Closed Requests

Mobile Phone Service

The IMS Client Support Services mobile phone service allows UTHSCSA faculty and administrative staff to obtain mobile phone device and service through the UTHSCSA contracts with Verizon or AT&T. Expected turnaround time 10 days.

Submit Request

Enter any additional details

Details

Text input field for details.

Back

Next



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

- Home
- My Services**
- Request Support
- My Requests
- Knowledge Base
- My Profile
- Help

Service Detail [Mobile Phones]

- Summary
- Raise Service Request
- Active Requests
- Closed Requests

Mobile Phone Service

The IMS Client Support Services mobile phone service allows UTHSCSA faculty and administrative staff to obtain mobile phone device and service through the UTHSCSA contracts with Verizon or AT&T. Expected turnaround time 10 days.

Your request is ready to be submitted. File attachment option available on submission of request.

Back

Submit

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# How to Submit a “My Services” 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”

The screenshot displays the IMS Self Service Portal interface. On the left is a navigation menu with options: Home, My Services, Request Support, My Requests, Knowledge Base, My Profile, and Help. The main content area is titled 'Service Search' and includes a search bar. Below this, there are sections for 'My favorite Services' and 'My Services'. The 'My Services' section is expanded to show 'Computers and Peripherals', which contains several service categories: 'Computer, Printer, Accessory Repair', 'Consultation/Education', 'Contract Computer, Printer, Accessory Repair', 'Hard-Drive Wipes/Destruction', and 'Setup-Upgrade-Change'. The 'Setup-Upgrade-Change' category is highlighted with a red oval, and its 'Raise Request' button is also circled. A description for this service is provided: 'Setup new computers or printers. Exchange new computer printers for existing. Relocated existing computer or printer. Upgrade hardware or software on computer or printer.' To the right of the main content is a 'Service Request Summary' section featuring a pie chart with three segments: Active (15), Closed (9), and Resolved (3). Below the chart is a 'Notifications' section with a 'Hide Active' link.

| Service Category                             | Status | Action        |
|--|--------|---------------|
| Business Application Access                  | ✓      | Raise Request |
| Accounts and Access Management               |        |               |
| Business Solutions and Service               |        |               |
| Clinical Solutions and Service               |        |               |
| Computers and Peripherals                    |        |               |
| Computer, Printer, Accessory Repair          | ✓      | Raise Request |
| Consultation/Education                       | ✓      | Raise Request |
| Contract Computer, Printer, Accessory Repair | ✓      | Raise Request |
| Hard-Drive Wipes/Destruction                 | ✓      | Raise Request |
| Setup-Upgrade-Change                         | ✓      | Raise Request |

Service Request Summary

Active, 15 | Closed, 9 | Resolved, 3

Notifications | Hide Active

**Step 1:** Complete all Required Fields and select Next

INFORMATION MANAGEMENT & SERVICES  
**UT HEALTH SCIENCE CENTER**  
SAN ANTONIO

IMS SelfService - UT Health Science Center at San Antonio

Signed in as Jerry L Beesley [logout](#)

**Service Detail [Setup-Upgrade-Change]**

Summary | Raise Service Request | Active Requests | Closed Requests

**Standard service request**

**Service Request Information**

Please enter the following information

Enter Project Id (PID)

Approver's name

Approver's email address

Enter description of request

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**Step 2:** Select the type of Service you are requesting and select Next

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**UT HEALTH SCIENCE CENTER**  
SAN ANTONIO

IMS SelfService - UT Health Science Center at San Antonio

Signed in as Jerry L Beesley [logout](#)

**Service Detail [Setup-Upgrade-Change]**

Summary | Raise Service Request | Active Requests | Closed Requests

**Standard service request**

Your request is ready to be submitted. File attachment option available on submission of request.

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

# How to Check the Status of a “My Services” or “Request Support” 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.

The screenshot shows the IMS Service Desk interface for UT Health Science Center at San Antonio. The user is logged in as Jerry L. Beasley. The main navigation menu on the left includes Home, My Services, Request Support, My Requests (highlighted with a green arrow), Knowledge Base, My Profile, and Help. The main content area features a 'How can we help you today?' section with four icons: My Services, Request Support, My Requests (circled in green), and Knowledge Base. A 'Request Summary' bar shows 4 Active requests and 1 Resolved request. Below this is an 'Information Board' with a welcome message and contact information, and a 'Recent Requests (Last 5)' table.

| Request ID | Request Type                | Status   |
|------------|-----------------------------|----------|
| F0001869   | Email                       | Resolved |
| F0001868   | Long Distance Services      | Active   |
| F0001867   | Business Application Access | Active   |
| F0001728   | Business Application Access | Active   |
| F0001709   | Network Account             | Active   |

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**Note: You will only be able to view your own “My Services” and “Request Support”**

2. In the "Status" column, you will see the status of your Service Request.

The screenshot displays the 'My Requests' section of the IMS Service Desk. The interface includes a navigation menu on the left with options like Home, My Services, Request Support, My Requests, Knowledge Base, My Profile, and Help. The main content area shows a list of requests with columns for Reference, Type, Summary, Status, Priority, and Rating. The 'Status' column is circled in green. The list contains 11 requests, with the first 6 being 'Closed' and the last 5 being 'Active' or 'Resolved'.

My Requests

These are your requests that are currently logged in the system. You can double click an item to view its details. Please take the time to rate the requests as it allows us to provide better service in the future (you can do this when updating a request).

Rows Per Page : 25    << 1 to 11 of 11 >>     Show Preview Look for [ ] in Reference [v]

Type : Any [v]    Status : Any [v]

| Reference | Type            | Summary                     | Status   | Priority                  | Rating |
|-----------|-----------------|-----------------------------|----------|---------------------------|--------|
| F0001280  | Service Request | Anti-Virus                  | Closed   | UTPD Priority 4           |        |
| F0001281  | Service Request | Anti-Virus                  | Closed   | UTPD Priority 4           |        |
| F0001282  | Service Request | Anti-Virus                  | Closed   | UTPD Priority 4           |        |
| F0001283  | Service Request | Anti-Virus                  | Closed   | UTPD Priority 4           |        |
| F0001284  | Service Request | Anti-Virus                  | Closed   | UTPD Priority 4           |        |
| F0001285  | Service Request | Anti-Virus                  | Closed   | UTPD Priority 4           |        |
| F0001709  | Service Request | Network Account             | Active   | Service SLA P3 Priority 3 |        |
| F0001728  | Service Request | Business Application Access | Active   | Service SLA P4 Priority 4 |        |
| F0001867  | Service Request | Business Application Access | Active   | Service SLA P4 Priority 4 |        |
| F0001868  | Service Request | Long Distance Services      | Active   | Service SLA P5 Priority 5 |        |
| F0001869  | Service Request | Email                       | Resolved | Service SLA P5 Priority 5 |        |

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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.

Service Request Details For F0001709

Details Business Process Details Components Diary Attachments Update Request

| Customer Information   |                            | Support Information       |                              |
|--|----------------------------|---------------------------|------------------------------|
| Customer ID  | BEESLEY                    | Status                    | Active                       |
| Name   | Jerry L Beesley            | SLA                       | Service SLA P3               |
| Tel. No.   | 210/567-2792               | Priority                  | Service SLA P3<br>Priority 3 |
| Email  |                            | Charge Centre             | 102572                       |
| Site Name  | POLICE BUILDING - B6200    | Logged By                 | selfservice                  |
| Customers SLA  | UTPD SLA                   | Owned By                  | sandovall                    |
| Customers Priority   | [Use SLA Default Priority] | Support Group             | CSS/DCATS/                   |
| Incident Profile   |                            | Service Level Information |                              |
| Accounts and Access Management -> Network Account -> Domain Account -> Request |                            | Log Date                  | 12/13/2012 4:21:53 PM        |
|  |                            | Respond By                | 12/14/2012 9:21:53 AM        |
|  |                            | Fix By                    | 12/17/2012 2:21:53 PM        |
| Summary  |                            |                           |                              |
| Network Account  |                            |                           |                              |
| Original Description (250 Characters)  |                            |                           |                              |
| See Process Details or Data Form<br>New<br>No<br>JumpToNetworkAcctEnd2         |                            |                           |                              |

**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 a 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. Also, Approvers will not approve the PDF form from the “My Authorization link” from the IMS Self Service Portal.**

**Additional Note: NOT ALL types of “My Services” require an Authorization for approval from the IMS Self Service Portal.**

## How add Updates to a “My Services” or “Request Support” 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” and if Status is “Active” NOT Resolved or Closed.**

Service Request Details For F0001728

Details Business Process Details Components Diary Attachments **Update Request**

### Update Service Request

Please provide an update description. A default one may be entered for you, if this is the case feel free to change it or to append to it. The clearer the description the easier it will be for us to support you.

You can attach a file to this update by using the browse button to select the file that you want to send to us. The bigger the file the longer it will take for it to upload, so please be patient.

Browse...

Click here to submit this update

### Service Request Cancellation

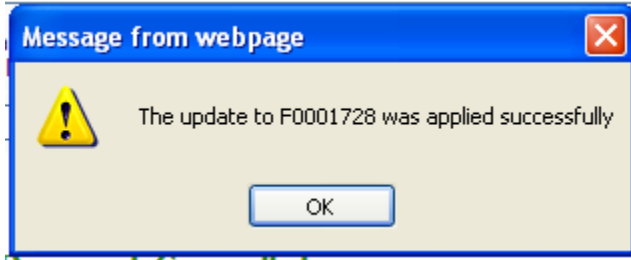
If you wish to cancel this request, please provide a reason below.

Click here to cancel this request

**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.

The screenshot shows the IMS SelfService portal for UT Health Science Center at San Antonio. The user is signed in as Lydia Sandoval. The main menu on the left includes Home, My Services, Request Support (circled in red), My Requests, Knowledge Base, My Profile, and Help. The main content area features a 'How can we help you today?' section with four options: My Services, Request Support (circled in red), My Requests, and Knowledge Base. A 'Request Summary' bar shows 14 Active requests and 1 On-Hold request. Below this are sections for Information Board, Recent Requests (Last 5), and Notifications.

**Request Summary**

| Status  | Count |
|---------|-------|
| Active  | 14    |
| On-Hold | 1     |

**Recent Requests (Last 5)**

| Request ID | Description   | Status  |
|------------|---|---------|
| F0007316   | Business Application Access - Data warehouse access for Lucy Penn | On-Hold |
| F0007315   | Business Application Access                                       | Active  |
| F0007314   | Business Application Access                                       | Active  |
| F0007312   | CTRC MOSAIQ Electronic Medical Record                             | Active  |
| F0007311   | computer not connecting   | Active  |

**Notifications**

| Notification | Status  |
|--------------|---------|
| Anti-Virus   | Offline |

**Step 2:** Select the **Drop-Down** Arrow and choose the Type of Problem Description Title for the type of Issue you are having.

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Signed in as Lydia Sandoval  
IMS SelfService - UT Health Science Center at San Antonio

### Log New Support Request

All logged support requests will be attended to according to your agreed service level. To assist the support team in providing you with a quick response, please enter a clear description of your problem and any other relevant information.

If you are having a problem with one your work assets or services please try to identify it by clicking [<<here>>](#).

Affected Item :

Please try and identify the type of problem you are experiencing:

-----Please Select-----

- Business Solutions and Services
- Accounts and Access Management
- Clinical Solutions and Services
- Computer and Peripherals
- Education and Training Services
- Data Center Services
- Email and Messaging Services
- Multimedia and Event Support
- Information Security Services
- Network and Wireless
- Phone and Mobile Services
- Print and Copy Services
- Research Solutions and Services
- Teaching and Learning Services
- Website Services

problem you are experiencing?

the problem you are experiencing is?

[Submit Request](#)

**Step 3:** After you selected the Category, you will now be given the option to add the “Type” of Service for the category.

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SAN ANTONIO

Signed in as Lydia Sandoval  
IMS SelfService - UT Health Science Center at San Antonio

### Log New Support Request

All logged support requests will be attended to according to your agreed service level. To assist the support team in providing you with a quick response, please enter a clear description of your problem and any other relevant information.

If you are having a problem with one your work assets or services please try to identify it by clicking [<<here>>](#).

Affected Item :

Please try and identify the type of problem you are experiencing:

Accounts and Access Management -----Please Select-----

Please provide a summary of the problem

Please describe in more detail what is?

Submit Request

**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.

If selecting the <<here>> option you will follow the steps below:

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

## Log New Support Request

All logged support requests will be attended to according to your agreed service level. To assist the support team in providing you with a quick response, please enter a clear description of your problem and any other relevant information.

If you are having a problem with one your work assets or services please try to identify it by clicking <<here>>.

Affected Item :

Please try and identify the type of problem you are experiencing:

-----Please Select-----

Please provide a summary of the problem you are experiencing?

Please describe in more detail what the problem you are experiencing is?

[Submit Request](#)

**Step 2:** click on the “All Services” Tab and scroll down to search for the type of service you will be requesting

## Service / Item Selector

Your Services **All Services** Assets I use Assets I own

| Service            | Description                    |
|--------------------|--------------------------------|
| ✓ AppDev01         | Application Development        |
| ✓ NetworkAccount01 | Network Account                |
| ✓ WS-SharePoint01  | SharePoint                     |
| ✓ WS-ServerSSL01   | Website SSL Certificate        |
| ✓ PMS-ConfCall01   | Conference Calling             |
| ✓ PMS-VoiceMail01  | VoiceMail                      |
| ✓ PMS-Telephone01  | Telephony and Related Services |
| ✓ PMS-MobilPhone01 | Mobile Phones                  |
| ✓ PMS-Pager01      | Pagers                         |
| ✓ PMS-IP01         | IP Services                    |

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**”

**Log New Support Request**

All logged support requests will be attended to according to your agreed service level. To assist the support team in providing you with a quick response, please enter a clear description of your problem and any other relevant information.

If you are having a problem with one your work assets or services please try to identify it by clicking [<here>](#).

Affected Item :

Please try and identify the type of problem you are experiencing:

Accounts and Access Management->HSC Alert Access -----Please Select-----

Please provide a summary of the problem you are experiencing?

I did not recieve the HSC Alert notification to my Cell Phone

Please describe in more detail what the problem you are experiencing is:

HSC sent out an HSC Alert and I did not recieve message as a txd on my cell phone. please assist.

[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.

**Your request has been logged (F0007329)**

Thank you. Your request has been logged, with a reference of F0007329.

To assist us in providing you with a quick response to any future enquires you may have regarding this matter, please keep a note of the above reference. If you call our support hotline on 210-567-7777 to check the status of your request, you will be asked for this reference.

**File Attachment**

If you have any files, such as business documents, log files or screenshots, that will help the support team expedite your request you can attach them using the field below.

[Browse...](#)

[Click here to submit the file](#)

## 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.

The screenshot displays the IMS SelfService portal interface. At the top, it shows the UT Health Science Center logo and the user's session information: "Signed in as Lydia Sandoval" with a "logout" link. The main navigation menu on the left includes Home, My Services, Request Support, My Requests, Knowledge Base, My Profile, and Help. The "My Services" section is expanded, showing a list of services. A green arrow points to the "Accounts and Access Management" category, which is further expanded to show "Business Application Access". The "Raise Request" button for "Business Application Access" is circled in green. Below this button, the service details are listed: "Features: Application Access, System Access, PeopleSoft Applications (Financials, Student Administration, HCM, Portal), ACE Tools, Time Collection, Leave Accounting, POSS, Data Warehouse Reports". Other services listed include Network Account, Training Services-Software and Hardware, Email, Telephony and Related Services, VoiceMail, CEDAR, CTRC Clinical System Access Management, Federated Authentication and Authorization, Hallway Copier Access, HSC Alert Access, Remote Office and Access, Business Solutions and Service, Clinical Solutions and Service, Computers and Peripherals, Data Center Services, Education and Training Service, Email and Messaging Services, Information Security Services, Multimedia and Event Support, Network and Wireless, Phone and Mobile Services, Print, Copy, and Display Svcs, and Website Services. A "Service Request Summary" box on the right shows "Active, 1" with a circular icon. A "Notifications" box at the bottom right says "Hide Active". At the bottom of the page, it states "Services I can subscribe to" and "There are no services available for subscription".

ITSM - IMS SelfService

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.

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logout  
Signed in as Jerry L Beasley  
IMS Service Desk - UT Health Science Center at San Antonio

Service Detail [Business Application Access]

Summary | Raise Service Request | Active Requests | Closed Requests

**Personnel Security Access Request Wizard**

The IMS Client Support Services Business Applications access allows UTHSCSA faculty and administrative staff to perform business activities using online applications.

**ACE Information**

Enter employee id for employee needing access  
225566

Enter name of employee needing access  
Julia Roberts

Enter department name  
Medicine

Enter department id for employee needing access  
M6200

Enter effective date  
2013-01-04

Enter department id access list  
M6200

Select type of HSC Business Application Access  
PSAR

Back | Next

ITSM - IMS SelfService Desk

**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](mailto:dcats@uthscsa.edu)**



**Final Step:** Click the **“Submit”** to log your **“My Service”** and receive Service Log

The screenshot displays the ITSM - IMS SelfService Desk interface. At the top left, the logo for UT Health Science Center San Antonio is visible, along with the text 'INFORMATION MANAGEMENT & SERVICES'. The top right corner shows a 'logout' link and the user's name 'Signed in as Jerry L Beesley'. The main header reads 'IMS Service Desk - UT Health Science Center at San Antonio'. A left-hand navigation menu includes links for Home, My Services, Request Support, My Requests, Knowledge Base, My Profile, and Help. The main content area is titled 'Service Detail [Business Application Access]' and contains tabs for Summary, Raise Service Request, Active Requests, and Closed Requests. The 'Summary' tab is active, showing the 'Personnel Security Access Request Wizard'. The text below the wizard title states: 'The IMS Client Support Services Business Applications access allows UTHSCSA faculty and administrative staff to perform business activities using online applications.' Below this, a message says 'Your request is ready to be submitted. File attachment option available on submission of request.' A green circle with the number '2' and an arrow points to the 'Submit' button. A 'Back' button is also visible.

ITSM - IMS SelfService Desk

**Reference Logged # shown below**

The screenshot displays the IMS Service Desk interface for UT Health Science Center at San Antonio. The page title is "Service Detail [Business Application Access]". The user is logged in as Jerry L Beasley. The main content area shows a confirmation message: "Your request has been logged (F0001867)". Below this, there is a "File Attachment" section with a text input field and a "Browse..." button. The footer of the page reads "ITSM - IMS SelfService Desk".

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logout  
Signed in as Jerry L Beasley  
IMS Service Desk - UT Health Science Center at San Antonio

Service Detail [Business Application Access]

Summary | Raise Service Request | Active Requests | Closed Requests

**Your request has been logged (F0001867)**

Thank you. Your request has been logged, with a Reference of **F0001867**.

To assist us in providing you with a quick response to any future enquires you may have regarding this matter, please keep a note of the above reference. If you call our support hotline on 210-567-7777 to check the status of your call, you will be asked for this reference.

**File Attachment**

If you have any files, such as business documents, log files or screenshots, that will help the support team expedite your request you can attach them using the below form.

ITSM - IMS SelfService Desk

**NOTE: To check the status of your "My Services" or "Request Support" go back to page 20, view the "Diary" tab. DCATS will also send an email notification to the ACE of the Status.**

## ***For Approvers: How to Authorize a “My Services” or “Request Support” 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”**

The screenshot displays the IMS Self Service Portal interface. The left navigation menu includes links for Home, My Services, Request Support, My Requests, My Authorizations (circled in green), Knowledge Base, My Profile, and Help. The main content area is titled 'Authorize Service Requests' and contains two tabs: 'Pending Your Authorization' and 'Pending Your Manager's Authorization'. Below the tabs is a table with the following data:

| Reference | Type            | Customer             | Status | Logged On            | Respond By           |
|-----------|-----------------|----------------------|--------|----------------------|----------------------|
| F0002021  | Service Request | Karen A Tucker-Engel | Active | 1/15/2013 3:41:44 PM | 1/16/2013 2:41:44 PM |

ITSM - IMS SelfService Desk

***NOTE: You will not have a “My Authorization” link from your menu option even though you are an Approver. This link will ONLY be available for you if a “My Services” has been sent to you from the IMS Group who is in charge of the “My Service” submitted. \*\*Not all “My Services” require an “Authorization”.***

***“My Services” that were submitted as a PDF format, Approvers will not see “My Authorization” link as well.***

**Step 2:** Review the Service Request, and **verify the “Charge Centre” for the Project ID** for the Service is **Valid**.

Service Request Details For F0001709

Details Business Process Details Components Diary Attachments Update Request

| Customer Information   |                            | Support Information       |                              |
|--|----------------------------|---------------------------|------------------------------|
| Customer ID  | BEESELY                    | Status                    | Active                       |
| Name   | Jerry L. Beesley           | SLA                       | Service SLA P3               |
| Tel. No.   | 210/567-2792               | Priority                  | Service SLA P3<br>Priority 3 |
| Email  |                            | Charge Centre             | 102572                       |
| Site Name  | POLICE BUILDING - B6200    | Logged By                 | selfservice                  |
| Customers SLA  | UTPD SLA                   | Owned By                  | sandovall                    |
| Customers Priority   | [Use SLA Default Priority] | Support Group             | CSS/DCATS/                   |
| Incident Profile   |                            | Service Level Information |                              |
| Accounts and Access Management -> Network Account -> Domain Account -> Request |                            | Log Date                  | 12/13/2012 4:21:53 PM        |
|  |                            | Respond By                | 12/14/2012 9:21:53 AM        |
|  |                            | Fix By                    | 12/17/2012 2:21:53 PM        |
| Summary  |                            |                           |                              |
| Network Account  |                            |                           |                              |
| Original Description (250 Characters)  |                            |                           |                              |
| See Process Details or Data Form<br>New<br>No<br>JumpToNetworkAcctEnd2         |                            |                           |                              |

**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.**

Service Request Details For F0002021

Details Business Process Details Components Diary Attachments Update Request Authorization Decision

**Signature Authorization**

\*Enter Authorizer

This request requires your authorization decision. Please select an option below and enter the reason for your decision in the text area below.

|                   |                      |               |                       |
|-------------------|----------------------|---------------|-----------------------|
| <b>Authorizer</b> | Karen A Tucker-Engel | <b>Status</b> | Pending authorisation |
|-------------------|----------------------|---------------|-----------------------|

Click here to submit this decision

**Note: If “Rejecting” an Authorization, add comments as to why in the “Authorization Box” before Submitting.**

## How to Add a “My Services” 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 screenshot displays the IMS Self Service Portal interface. On the left is a navigation menu with options: Home, My Services, Request Support, My Requests, Knowledge Base, My Profile, and Help. The main content area is divided into sections: 'Service Search' with a search bar and dropdown; 'My favorite Services' listing services like Network Account, Email, Mobile Phones, Telephony and Related Services, and VoiceMail, each with a 'Raise Request' button and a green checkmark; and 'My Services' listing 'Business Application Access' with a 'Raise Request' button, a green checkmark, and a detailed list of features. Below the features list, the text 'Service requests: 0' and 'Show as favourite' are visible, with the checkbox next to 'Show as favourite' circled in green.

| Service                        | Status | Action        |
|--------------------------------|--------|---------------|
| Network Account                | ✓      | Raise Request |
| Email                          | ✓      | Raise Request |
| Mobile Phones                  | ✓      | Raise Request |
| Telephony and Related Services | ✓      | Raise Request |
| VoiceMail                      | ✓      | Raise Request |
| Business Application Access    | ✓      | Raise Request |

Business Application Access Features: Application Access, System Access, PeopleSoft Applications (Financials, Student Administration, HCM, Portal), ACE Tools, Time Collection, Leave Accounting, POSS, Data Warehouse Reports)

Service requests: 0

Show as favourite

The "My Services" selected will populate to the "My Favorite" section

The screenshot displays a web interface with a left-hand navigation menu and a main content area. The navigation menu includes: Home, My Services (highlighted), Request Support, My Requests, Knowledge Base, My Profile, and Help. The main content area is titled "Service Search" and features a search bar with a dropdown menu set to "All Categories" and a "Search" button. Below the search bar, the section "My favorite Services" is highlighted with a green oval. This section contains a list of services, each with a plus icon, an icon, the service name, a green checkmark, and a "Raise Request" button. The services listed are: Network Account (with a laptop icon), Email (with a gear icon), Mobile Phones (with a mobile phone icon), Telephony and Related Services (with a telephone handset icon), VoiceMail (with an envelope icon), and Business Application Access (with a server rack icon). The "Business Application Access" service is circled in green.

| Service Name                   | Status | Action        |
|--------------------------------|--------|---------------|
| Network Account                | ✓      | Raise Request |
| Email                          | ✓      | Raise Request |
| Mobile Phones                  | ✓      | Raise Request |
| Telephony and Related Services | ✓      | Raise Request |
| VoiceMail                      | ✓      | Raise Request |
| Business Application Access    | ✓      | Raise Request |