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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/
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

![Service Detail (Network Account)](image1)

**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

![Service Detail (Network Account)](image2)
**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:

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

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

![Image of the mobile phone service form]

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

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

**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.

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.
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 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](image)

**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.

[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.

![Message from webpage]

The update to F0001728 was applied successfully

[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.
If selecting the `<here>` option 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**”

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**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 **whereas**.

**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:

Did not receive 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 receive message as a text on my cell phone, please assist.

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**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.

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**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 enquiries you may have regarding this matter, please keep a note of the above reference. If you call our support hotline on 210-557-7777 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.

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.
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 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”

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.**
**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.*

**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 “My Services” selected will populate to the “My Favorite” section