



Charles Sturt
University

Using the Staff Service Centre (Online Self- Help Portal)

Division of Information Technology
Charles Sturt University

Introduction

The Division of Information Technology (DIT) is committed to continual improvement of our services to all our clients.

In 2017 an updated online self-service facility (Staff Service Centre) <https://staffservicecentre.csu.edu.au/> was released to provide an online portal to all staff, 24 hours a day 7 days a week.

Using the Staff Service Centre you can:

- view your open and resolved incidents and requests
- log a new incident or request
- add attachments (if required) or notes anytime, even after you have saved your job and it has started being processed
- view notes added by IT analysts or teams for information on job progress
- resolve/withdraw your job if you no longer require assistance
- access the knowledgebase to find an answer to your question or a solution to your issue.

The Staff Service Centre also includes service management customer portals for:

- Domestic Travel - [https://staffservicecentre.csu.edu.au/CherwellPortal/domestic travel](https://staffservicecentre.csu.edu.au/CherwellPortal/domestic%20travel)
- Finance Systems and Insurance - <https://staffservicecentre.csu.edu.au/CherwellPortal/finance>

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Getting Started

Visit <https://staffservicecentre.csu.edu.au/> and enter your university username and current password if prompted.

Browsers

The Staff Service Centre can be accessed via Chrome, Internet Explorer, Edge and Firefox.

If the page does not display, your security settings may be preventing pop ups. Go to your browser options menu and allow pop-ups for <https://csu.cherwellondemand.com>

Note - the Staff Service Centre cannot be accessed on IOS devices (iPads, iPhones).

Using the Staff Service Centre

Home/landing page

- Click the 'Home' button at any time to return to the home page.

The screenshot shows the Staff Service Centre interface. At the top left is the Charles Sturt University logo. The page title is 'Staff Service Centre'. A navigation bar includes 'Home', 'Log Incident/Request', 'My Items', and 'My Saved Forms'. A search bar is on the right. The main content area features a 'Welcome, Kiah' message with a search bar below it. Below this are three columns: 'Services and Support', 'Incidents and Requests', and 'Service Disruptions'. A 'Help' link is visible in the top right corner. Callout boxes provide the following information:

- Shows you are logged in.** (Points to the user profile 'Ryan, Kiah' in the top right)
- Click your name and select 'My Profile' to see a new screen with your personal details.** (Points to the user profile)
- Contact the IT Service Desk if any of this information is incorrect.** (Points to the user profile)
- The Help link should not be used as it is specific to the Cherwell product. Support for staff is provided in this document.** (Points to the 'Help' link)
- Log an incident or request.** (Points to the 'Log Incident or Request' button)
- View all IT services, knowledge base articles and self-help for known solutions and tips.** (Points to the 'View All Knowledgebase Articles' link)
- View all open and closed incidents you have logged with the IT Service Desk.** (Points to the 'View My Incidents and Requests' link)
- View current service disruptions.** (Points to the 'Current Service Disruptions' link)

Incident/request logging

1. Click 'View IT Services' or 'Log an Incident or Request' on the home page to see top level services and descriptions.










CSU IT Services

Log a CSU IT service incident or request. Our services include general IT, student administration, learning and teaching, research and many more. To do this:

1. Click on the relevant IT service below to display a list of categories and subcategories
2. Select the category or subcategory to log your incident or request

If you are unsure – please select the most relevant category and submit. The IT Service Desk will review, update and escalate to the relevant business area (e.g. Division of Information Technology, Division of Student Administration, Division of Learning and Teaching) as needed.

 <p>Access and Logins</p> <p>Includes Account activation, Account expired or terminated, Change username, Forgotten password/Failed question.</p>	 <p>Phone, Mobile and Fax</p> <p>Includes Communications Directory, Telephones, Mobile Devices, Interaction Client, Call Queues and Voicemail.</p>	 <p>Computing Devices, Printing and Storage</p> <p>Includes Computing Devices, CSU/UniCard, IT Purchasing and Disposals, P and S Network Drives and Printing.</p>
 <p>Conferencing</p> <p>Includes Video Conferencing, Teleconferencing, Bridgit and Skype for Business.</p>	 <p>Email</p> <p>Includes Outlook, WebOutlook, Archiving, Quota, Calendars, Distribution Lists and Aliases.</p>	 <p>IT Security</p> <p>Includes personal data breaches, corporate data breaches, compromised credentials, compromised system/s and compromised personal devices.</p>
 <p>Interact 2 (LMS - Blackboard)</p> <p>Includes Access/login, Adobe Connect, Announcement, Chat, EASTS, Grade Centre, Learning Modules, Notifications, Pebblepad, Subject Outline/Site, Tests and Wiki/Blogs.</p>	 <p>Network and Internet</p> <p>Includes Internet Services, Remote Access (VPN and VDI), Wired Network and Wireless.</p>	 <p>Software, Online Applications and Training</p> <p>Includes ACSES, AWM, Admissions Workflow, Adobe, Banner, CPM, Alesco, BEIMS, Library, Equella, StarRez, SALPLUS, SPSS/Amos, CRM - Talisma/Dynamics and Veterinary.</p>
 <p>Projects and Strategic Business</p> <p>Includes Enterprise Architecture and Service Level Agreement.</p>	 <p>Learning and Teaching Technology</p> <p>Includes CSU Replay, Hardware, Networks, Power, Software, Timetabling and Video Conference Teaching Room.</p>	 <p>Websites and Blogs</p> <p>Includes Faculty sites, Online Application, Online Course Brochures, Staff CSU, Student Portal and Web Publishing.</p>

2. Click on the relevant box to select the service you need (e.g. Access and Logins).
3. Each top level service will show the next level category and incidents and requests that relate to it.
4. If you are unsure what category to choose, select the most relevant and submit. The IT Service Desk will review and update it as needed to ensure you receive assistance as soon as possible.

CSU IT Services

Select the category to open a form to log your incident or request.
If you are unsure what category to choose, select the most relevant and submit. The Service Desk will review and update as needed.

Access and Logins

Back

Account Management

- [Account Activation](#)
- [Account Expired or Terminated](#)
- [Account Lockout](#)
- [Change User Name](#)
- [Merge Account Request](#)
- [Other](#)
- [Prospective Student Identity Issue](#)

Password Management

- [Forgotten Password/Failed Question](#)

Temporary Access Administration System

- [Account Activation](#)
- [Account Expired or Terminated](#)
- [Other](#)

Virtual Desktop Infrastructure (VDI)

- [VDI Environment Alteration](#)
- [VDI Installation/Access/Other](#)
- [VDI Fault](#)

Virtual Private Network (VPN)

- [VPN Access/Installation/Fault](#)

Click the link for the service you need to log your incident or request.

Incident

- You will be asked two questions to help us understand the impact and urgency of your issue.

Account Activation

Please describe the issue you're having:

Does this affect multiple users? Yes No Does this prevent you from doing your work? Yes No

Please enter your preferred contact number:

Detailed Description:

Save

Help us understand the impact and urgency of this issue so that we can prioritise incidents for all staff and resolve issues quickly.
Enter a description and click 'Save'.

Knowledge Articles

Jump View Records 1 - 2 of 2 1 of 1 All View Multi-column sort

Title
Choose a secure password - Accounts - Self Service
Password Management - Apple Mac Password - Information and Troubleshooting

Self Service Article 15279

Choose a secure password - Accounts - Self Service

Choose a secure password - Accounts - Self Service

Summary
Information on your password and how to choose a secure password

- Passwords MUST meet the criteria and will be rejected if it does not meet at least three of the four character types:
 - Lowercase, uppercase, numeric and special characters (a-z), (A-Z), (0-9), ([!@%*+~_./|=? [!_~])
- Passwords must be different from your previous six passwords
- Passwords can only be changed up to twice a day

Request



Staff Service Centre

Sites Ryan, Kiah Help

The screenshot shows the 'Request' form in the Staff Service Centre. The form has a title bar 'Add/Remove/Alteration' and a 'Save' button. It contains a 'Please enter your preferred contact number:' field, a 'Detailed Description:' text area, and a 'Save' button. To the right, there is a 'Knowledge Articles' section with a search bar and a list of articles. A callout box points to the search bar, stating: 'Use quick search to look for knowledge topics. Note – incidents or requests you have logged that contain your search word will also appear in a list with knowledge articles (separated in a clear list)'. Another callout box points to the 'Detailed Description' field, stating: 'Enter a description for your request and click 'Save''. A third callout box points to the 'Knowledge Articles' section, stating: 'Relevant knowledgebase articles will be displayed. These may contain the answer you need, or information needed to resolve your request quickly.' The 'Knowledge Articles' section shows a search bar and a list of articles, including 'Self Service Article 15397'.

- A pop up will confirm your job has been logged and provide you with an incident or request ID number.

Open incidents and requests

My Items

- Access your open and closed incidents and requests via 'My Items' located in the top navigation bar.
- You can also access 'My Items' via 'View My Incidents and Requests' on the home page.
- The progress of your open incident or request is displayed in your item list. Possible statuses include:
 - New
 - Assigned
 - In Progress
 - Resolved
 - Closed (closed jobs cannot be re-opened).

My Items

My Open Incidents and Requests

SBS - Finance, Accounts payable/receivable Incident ID 141193
 5/27/2020 3:05 PM
 Status: Pending
 Owned By Team: SBS
 From: Cassie Wagg cassie.wagg@servicequality.com.au
 Received: Wednesday, 27 May 2020 12:42 PM

Request Support, Online Form Create/Modify, Incident ID 105954
 11/13/2019 2:31 PM
 Status: Pending
 Owned By Team: Web Office
 Hi team

As part of the DIT website refresh, we are looking at improvements across the Comp Shop website. One thing that has been identified is the

A summary list is shown for each open incident or request. The most recent job is listed at the top.

* The service category and ID number is displayed in bold. Click on the link to see more information.

* Date and time the request was logged.

* Status e.g. New, Pending.

* Owned by team. Shows which team the request is assigned to.

* Your description.

Click on the graph to display all your closed incidents and requests.

Open Service Requests
Open Incidents

All Closed Incidents and Requests



Use the arrows to view more information on your open incidents and requests without having to go back to your summary list.

Service Request 105954

Online Form Create/Modify

Summary: [Add Comment](#)
 New Comp Shop online forms created
 Description:
 Hi team
 One thing that has been identified at the numerous PDF forms the Comp Shop currently use when particular items are selected - similar to the Comp Travel booking form.

Progress of your incident or request.

Click **Add Comment** if you have more to tell us. If the job is assigned, the analyst will receive an email notification you've added a comment/note.

Click on view to show a preview of each note.

It would be great to have a chat to someone in the Dev team to see if something can be built that will suit the Comp Shop's needs and go from there.
 Note - as Chris Williams is leaving the Comp Shop, Matt Barlow and Kimly Oliver will be the main contacts from the business.

Notes from you and the analyst/team assigned to your incident/request.

Also contains information on what has occurred with your incident or request.

An estimated response and completion date will be shown determined by the SLA for the category selected as well as the impact and urgency.

This also shows the analyst or team that is working on your incident or request.

Cancel your request or withdraw your incident if it is no longer needed or has been resolved.

Your Service Request is owned by: [Cancel Request](#)

 Smyth, Todd
 E-Mail: tosmyth@csu.edu.au
 Team: Web Office
 Estimated Response: 11/20/2019 2:31 PM
 Estimated Completion: 12/25/2019 2:31 PM

Adding additional information to incidents and requests

- Locate the job from the summary list displayed in 'My Items'.
- When your incident or request is set to pending status, we are waiting on something to complete your job. This could be:
 - equipment, information or work from a supplier or third party
 - the request is for a future date/time such as conference support
 - the request cannot be completed until a request for change (RFC) has been approved and actioned
 - information or action from you. If this status has been selected you will receive an email to advise what is required from you.
- If your job has been assigned to an analyst, an automatic email will be sent to them to advise you have added a note.

Adding an attachment



A screenshot of the Charles Sturt University online self-help portal. The top navigation bar includes "Home", "Log Incident/Request", "My Items", and "My Saved Forms". Below this is a toolbar with icons for "Edit", "Save", "Cancel", "Refresh", "Delete", and "Attach (0)". The main content area shows a "Service Request 105954" with a "Pending" status. Two callout boxes provide instructions: one points to the "Edit" icon, stating "Click Edit to add an attachment."; the other points to the "Attach (0)" icon, stating "Once you have clicked Edit, click the Paperclip icon to add an attachment." and "When attachments have been added they are listed here to open." The page also shows "Record 2 of 2" and "Current Record" indicators.

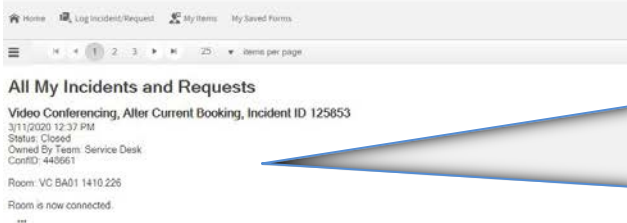
Resolving an open incident

If you no longer require assistance, you can close open incidents and requests.

1. Locate the job from the summary list in 'My Items' and click on the bold category title/request number to open the job.
2. Click on 'Withdraw Incident' or 'Cancel Request'.
3. You will be prompted to enter a reason for the cancellation or withdrawal.
4. If your job has been assigned to an analyst, an automatic email will be sent to them to notify them that you have requested to close this job. Your request is also recorded in the notes section for teams to action as required.

Closed and resolved incidents and requests

- Click on the 'All Closed Incidents and Requests' graph in 'My Items' to see your closed/resolved incidents and requests.



A summary list is shown for each open incident or request. The most recent job is listed at the top.

* The service category and ID number is displayed in bold. Click on the link to see more information.

* Date and time the request was logged.

* Status - Resolved or Closed

* Owned by team. Shows which team resolved your job.

Resolved status

- Your incident or request has been resolved. You will receive an email notifying you of the resolution. If you don't agree, you can contact the analyst who resolved it or the Service Desk within three business days to discuss and request it be re-opened.

Closed status

- Your incident or request was resolved. You received an email notifying you of the resolution. After three business days, your incident or request automatically moves to a closed status. A closed incident or request **cannot be re-opened**. A new job will need to be created (if required).

Support

Using the knowledgebase

The knowledgebase is a database of articles created from common issues or questions asked by staff. We are continually creating knowledgebase articles to provide you with information and faster solutions.

We encourage you to view the support information on our service webpages and search our knowledgebase each time you log a job. This may save you from needing to log a job or enable you to resolve an existing job.

You can access the knowledgebase to search for known solutions a number of ways:

- click 'View All Knowledge Articles' on the home page
 - see a complete list of articles and most popular articles
 - search for a knowledge base by keyword in the knowledge articles page
- use the 'Quick Search' across every page to search knowledge topics
- within an open incident or request.

Access online self-help

We include IT service self-help information on the DIT website <https://staff.csu.edu.au/division/information-technology/help-support/services-self-help>.

Find the service you're after using the link above and navigate to the 'Support' section on the service page for assistance.

Couldn't find what you need?

Please contact the IT Service Desk via <https://staffservicecentre.csu.edu.au/> or 1300 653 088 (internal: 84357) Monday to Friday 8am – 9pm (6pm on Fridays).