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
- Finance Systems and Insurance - https://staffservicecentre.csu.edu.au/CherwellPortal/finance

Contents

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.

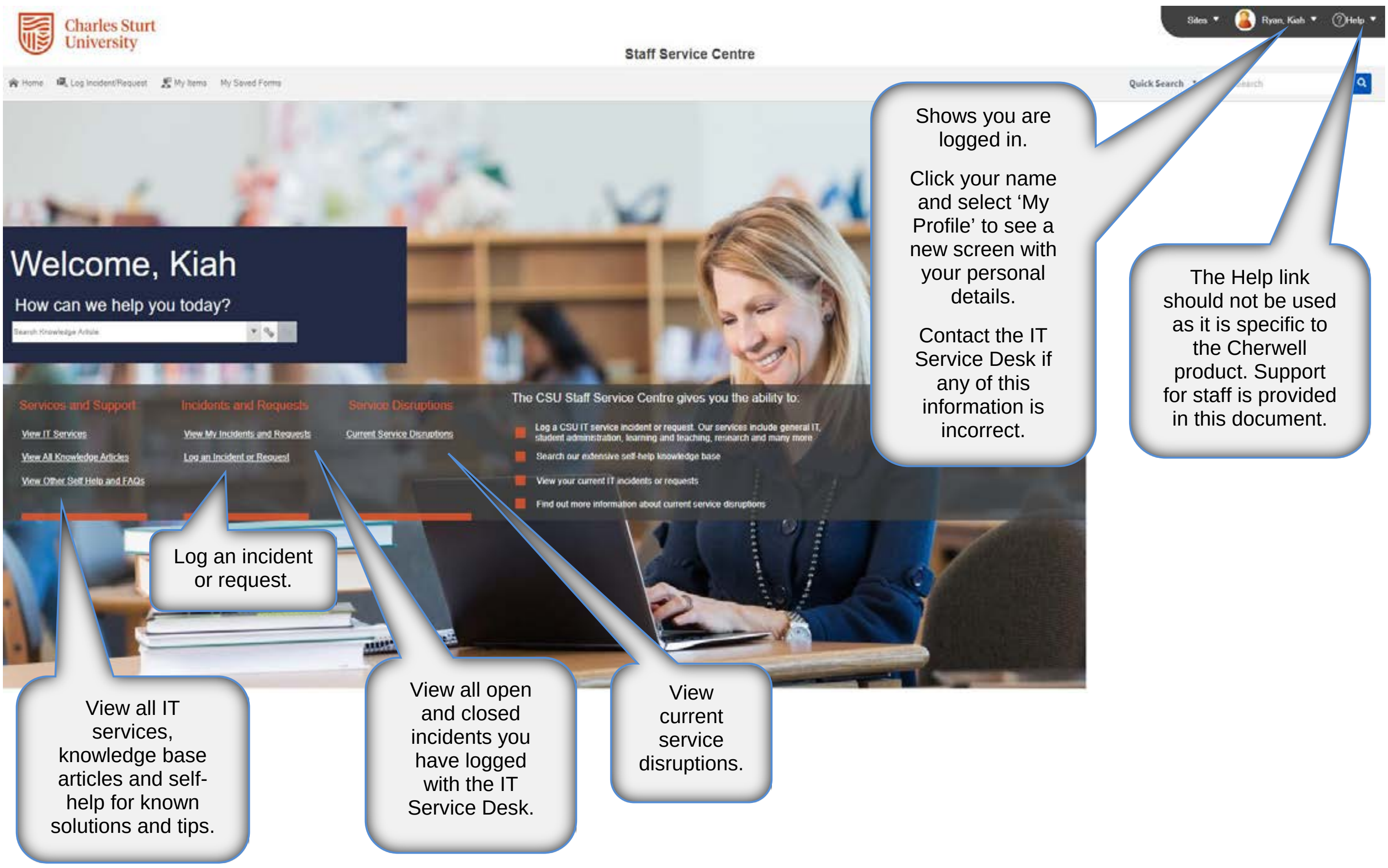
If the page does not display, your security settings may be preventing pop ups. Go to your browser options menu and allow pop-ups for https://csu.cherwellondemand.com

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

Using the Staff Service Centre

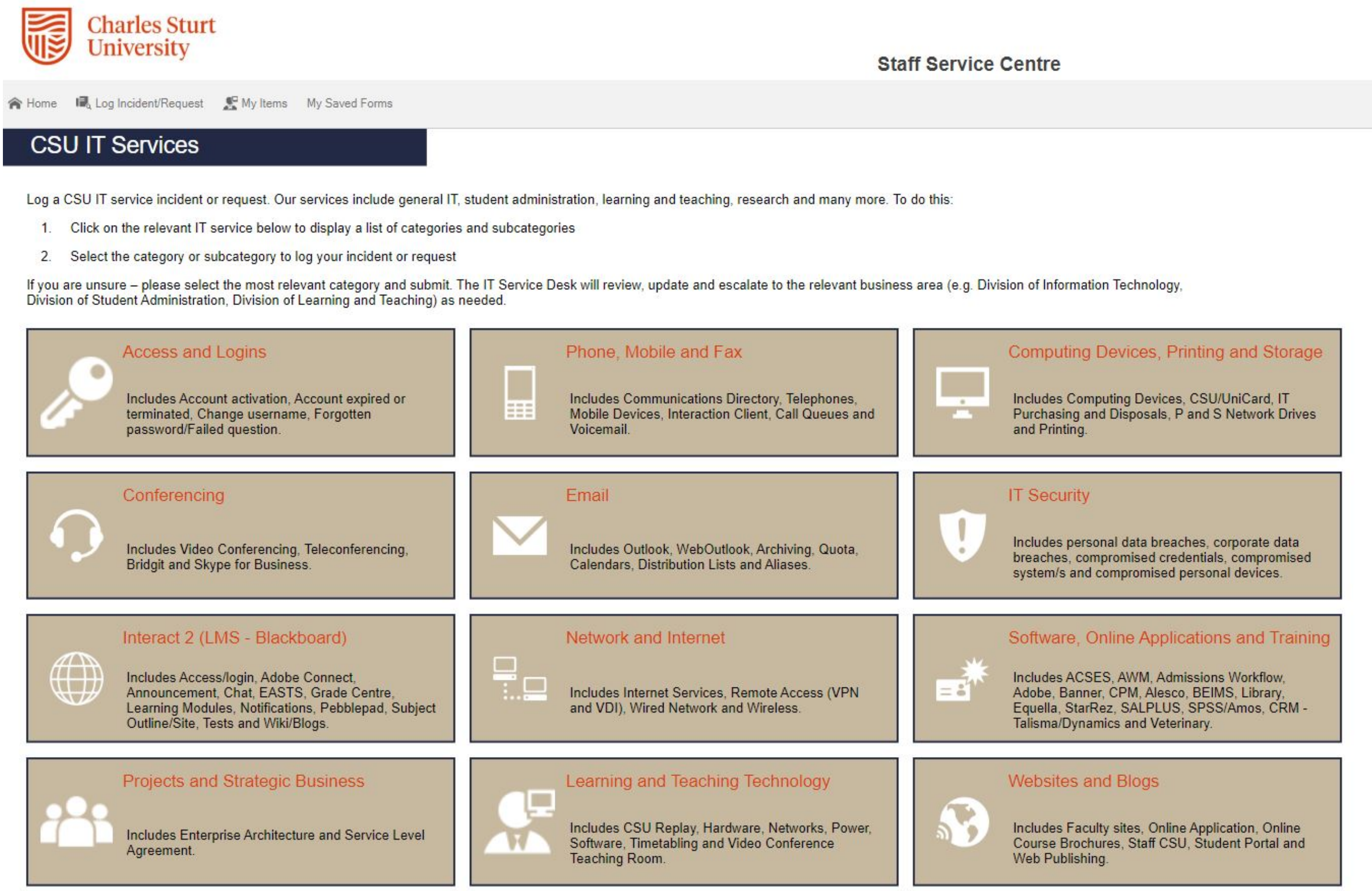
Home/landing page

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

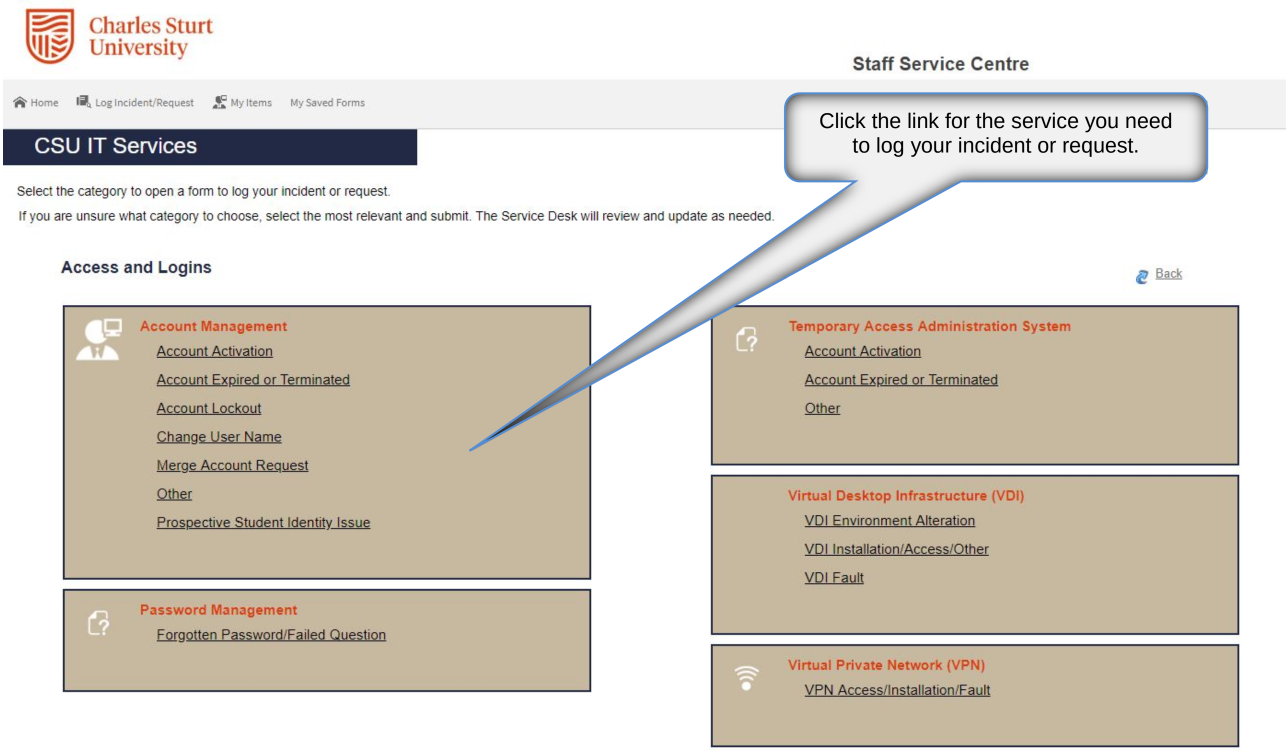


Incident/request logging

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

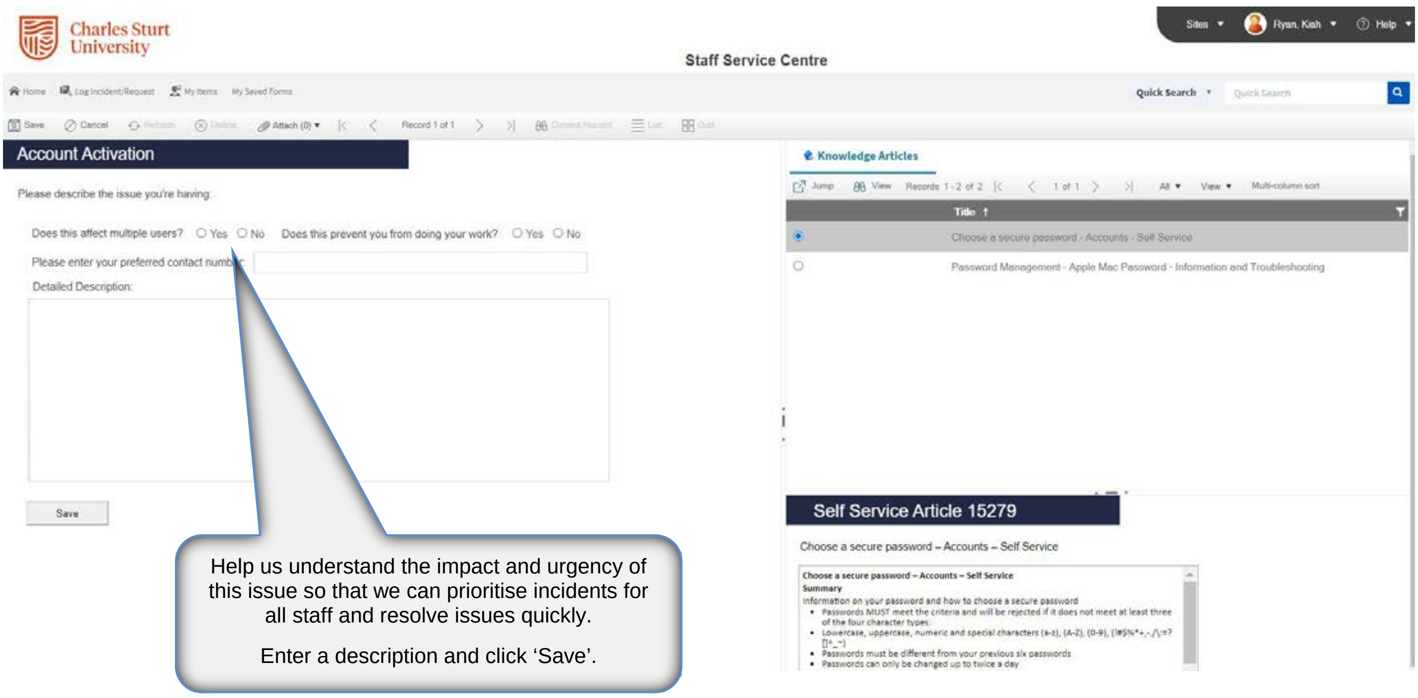


2. Click on the relevant box to select the service you need (e.g. Access and Logins).
3. Each top level service will show the next level category and incidents and requests that relate to it.
4. If you are unsure what category to choose, select the most relevant and submit. The IT Service Desk will review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

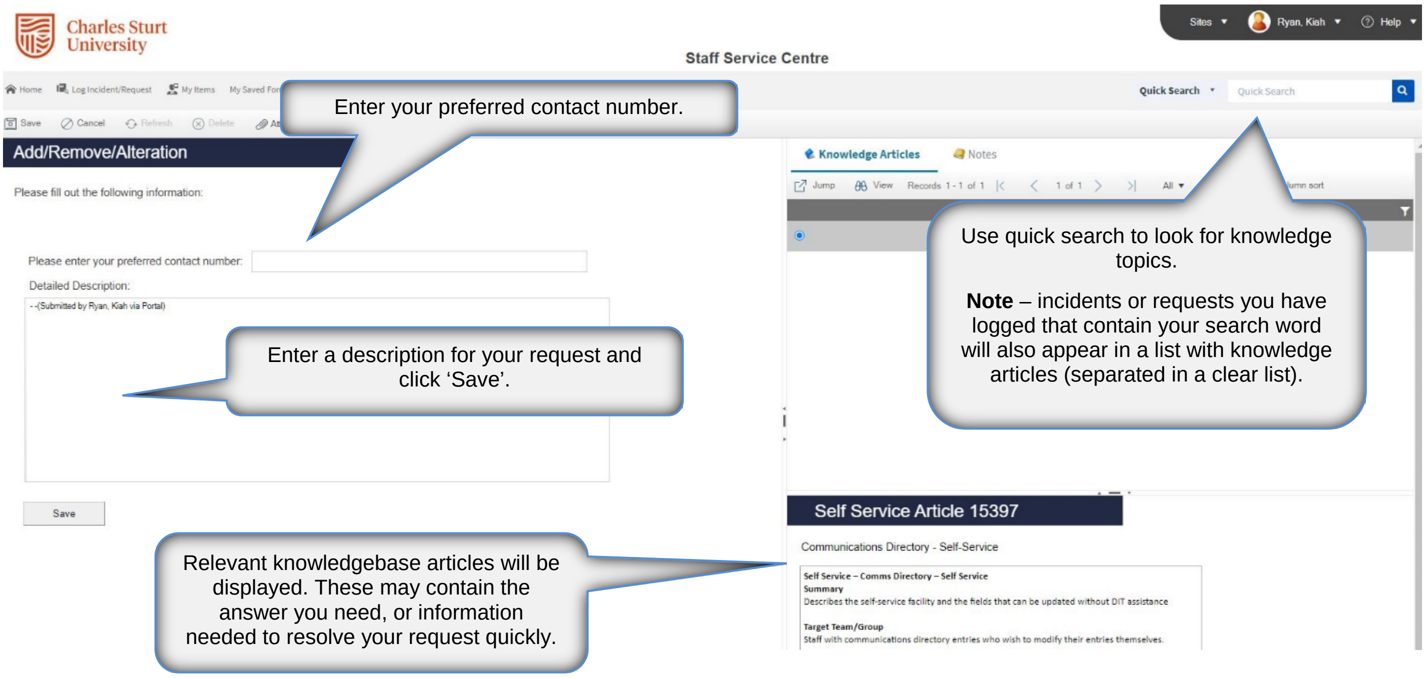


Incident

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



Request



- 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).

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.

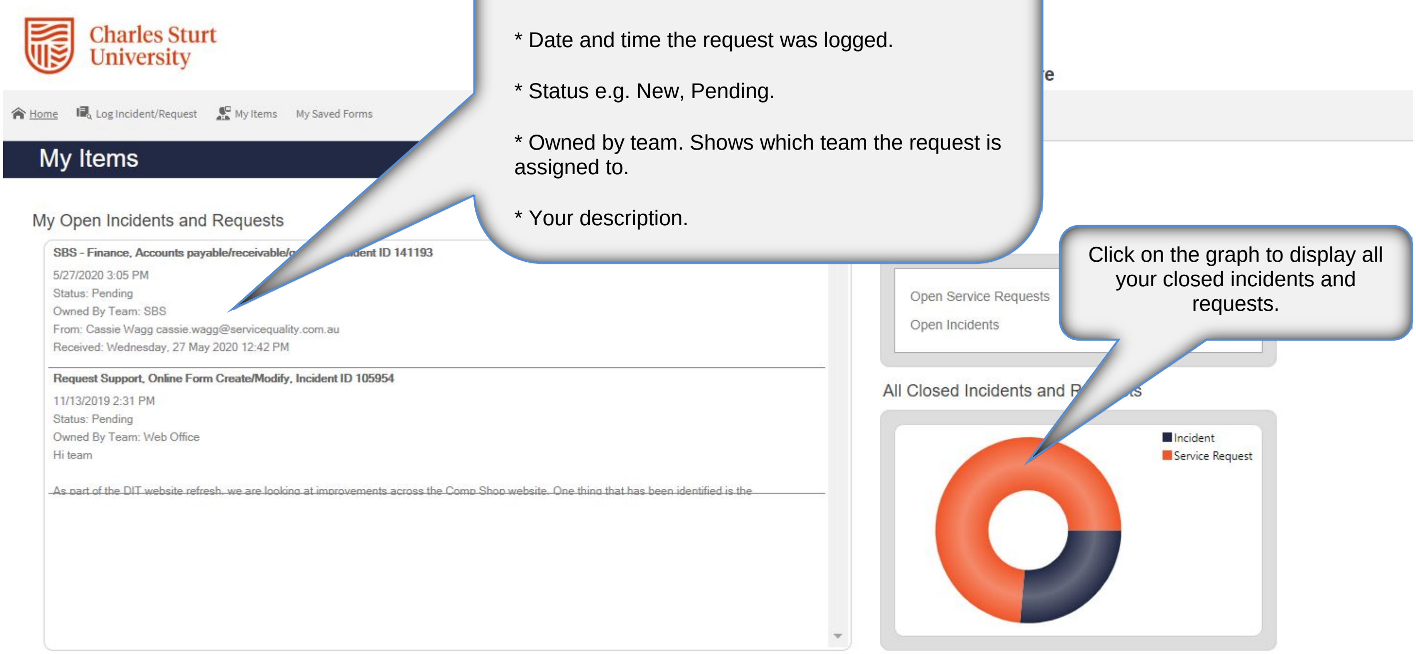
* Date and time the request was logged.

* Status e.g. New, Pending.

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

* Your description.

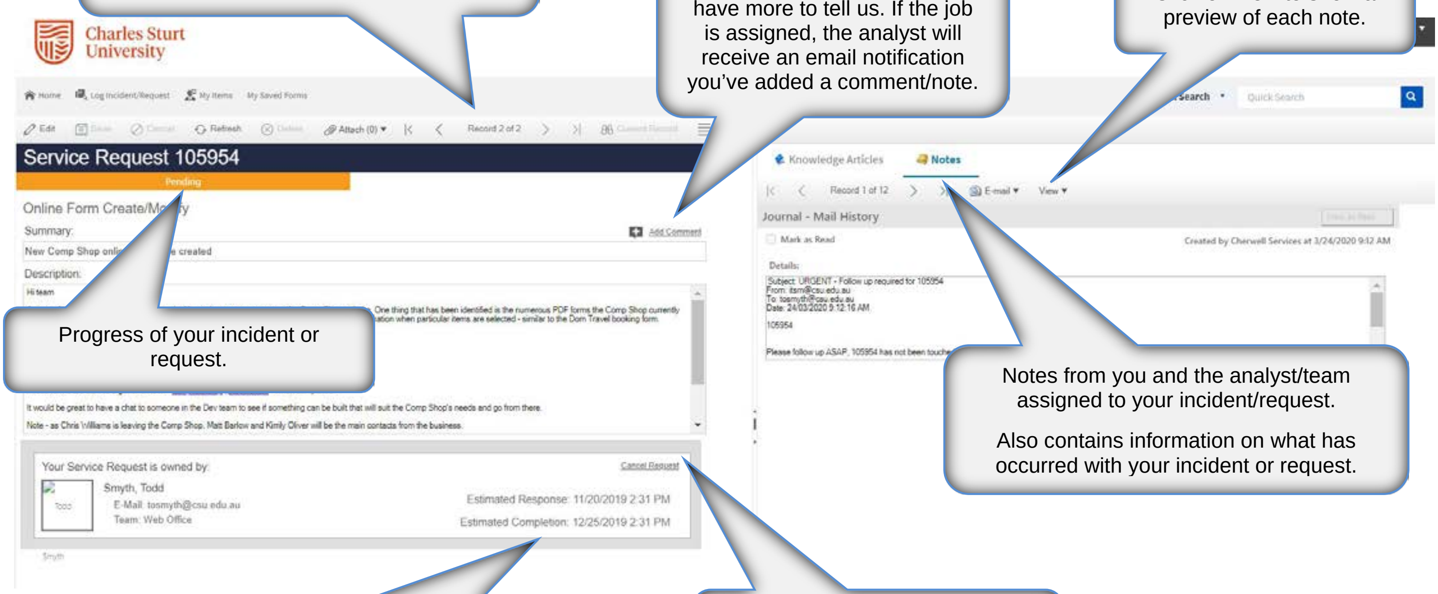
Click on the graph to display all your closed incidents and requests.



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

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.



Progress of your incident or request.

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.

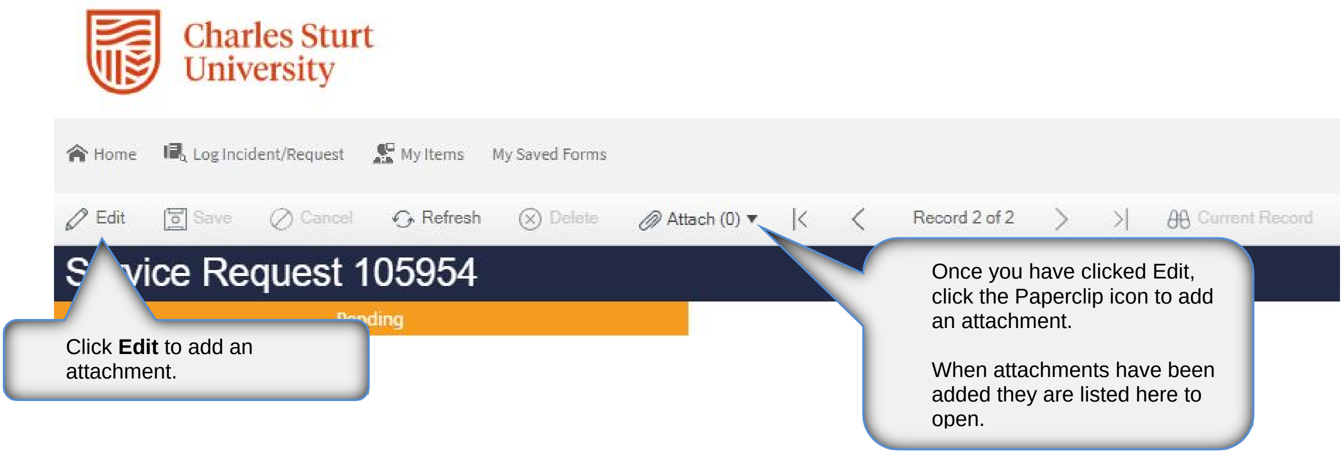
This also shows the analyst or team that is working on your incident or request.

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

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



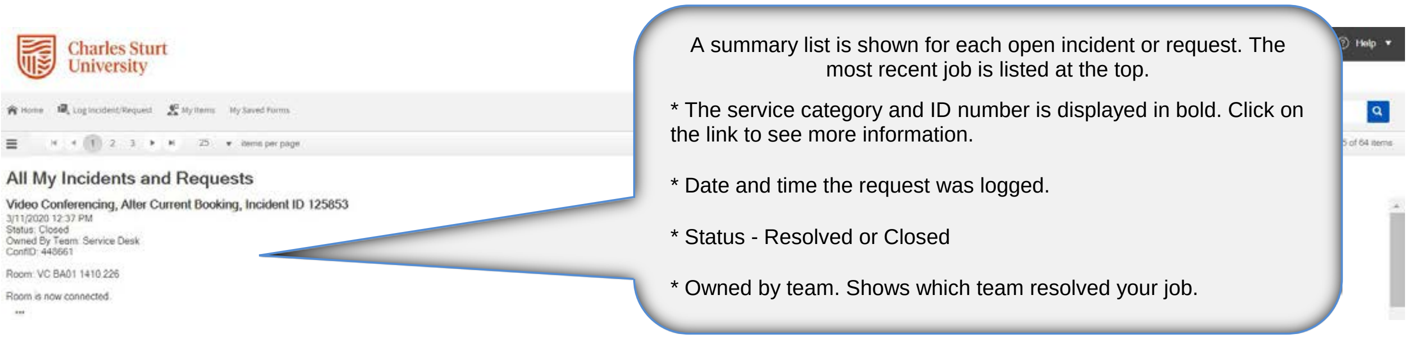
Resolving an open incident

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.



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).