How to get IT help through the service desk

A step-by-step guide with a picture for every click.

Service desk: **servicedesk.ucsh.com** · Interactive version of this guide: **servicedesk-guide.ucsh.cloud**

Which one do I need?

Something is broken or not working	**Task 3: Report an issue**
You need something new: access, equipment, or a password reset	**Task 2: Request a service**
You want to know how to do something	**Task 1: Browse help articles**

How to use this guide

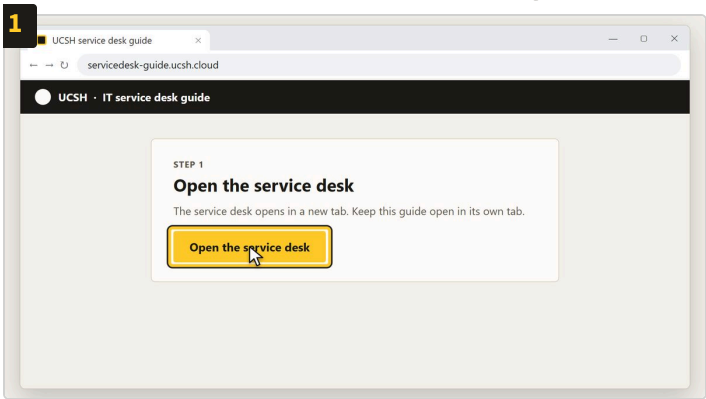
- Every task starts on the service desk home page. **Start here** shows how to open it.
- In each picture, the **yellow outlined box** shows where to click.
- The names, tickets and articles in the pictures are examples. Your screens will show your own.
- Prefer to follow along on screen? Open **servicedesk-guide.ucsh.cloud** in your web browser.

START HERE

Open the service desk

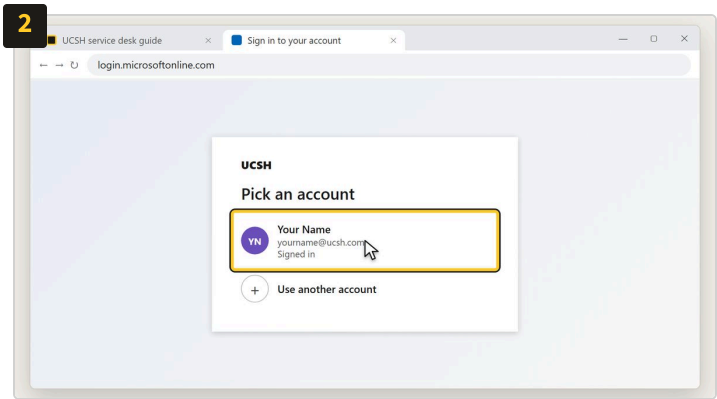
Every task starts on the service desk home page.

1



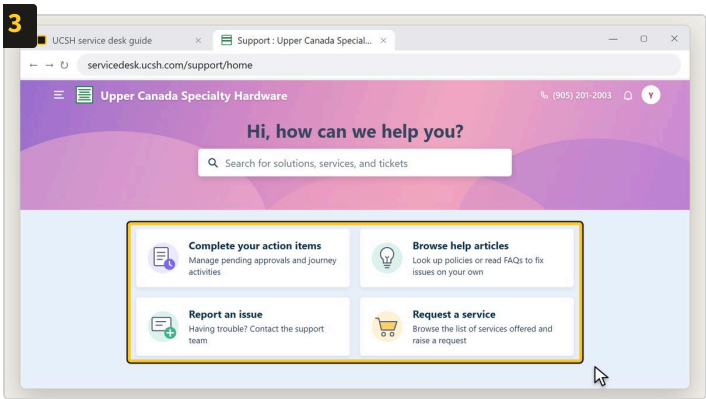
Click **Open the service desk** in this guide.

2



A new tab opens. If it asks you to pick an account, click your **@ucsh.com** account.

3



The service desk home page opens. Every task in this guide starts here.

Trouble?

- If the service desk opens straight to **Hi, how can we help you?**, that is normal. Your computer remembered you.
- Asked to sign in? Use your normal UCSH email and password.
- Blank page or an error? Close that tab and click **Open the service desk** again, or type **servicedesk.ucsh.com** in the address bar.

TASK 1

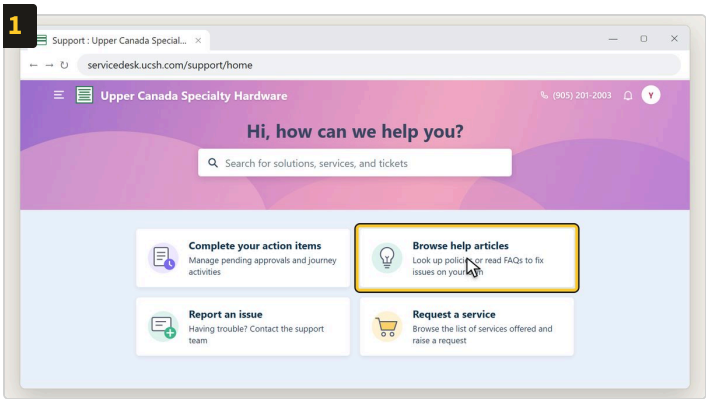
Browse help articles

Use it when: You want to know how to do something, or try a quick fix yourself.

First, open the service desk home page (see Start here).

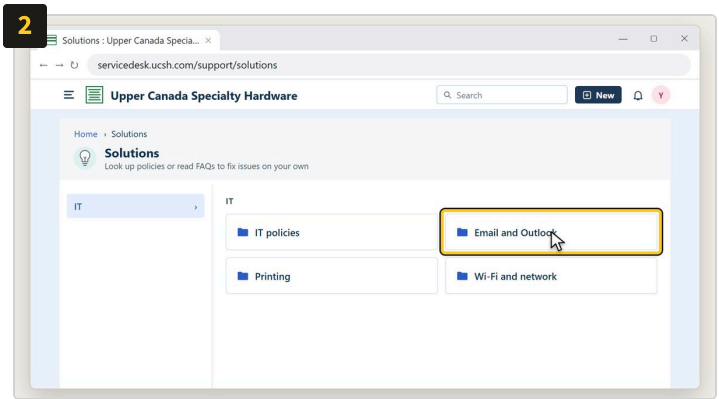
1. Browse to an article

1



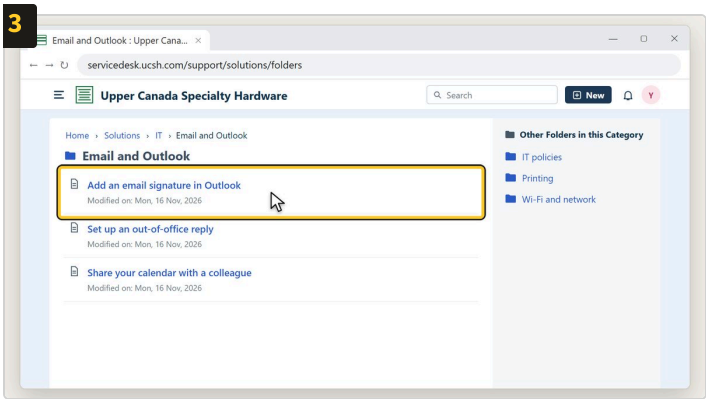
On the home page, click **Browse help articles**.

2



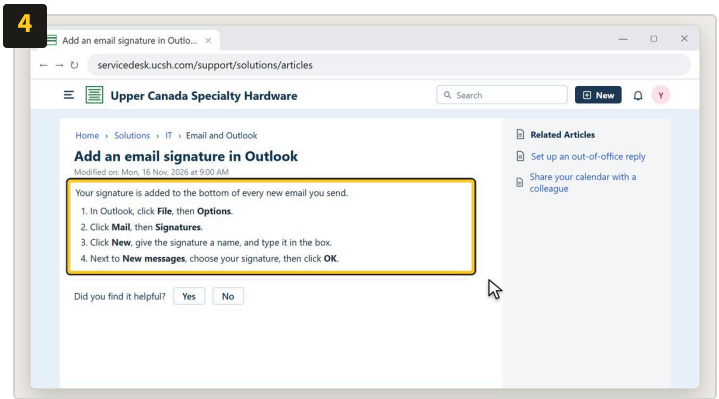
Click the folder that fits your question, such as **Email and Outlook**.

3



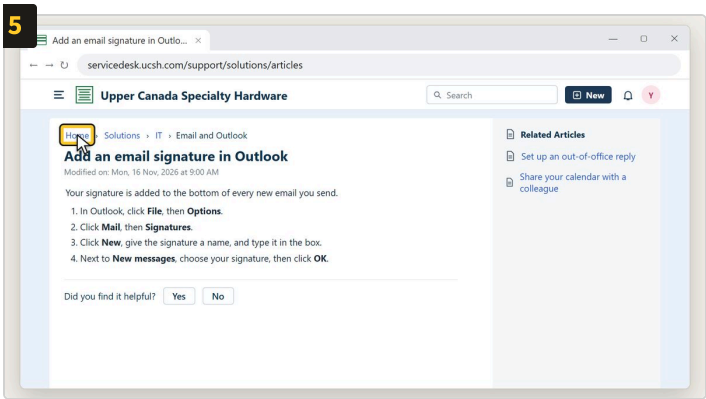
Click the article you need.

4



Read the article and follow its steps.

5

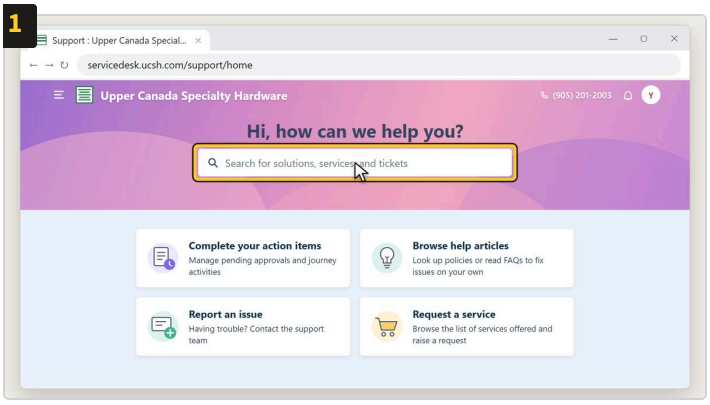


Still stuck? Click **Home**, then choose **Report an issue**.

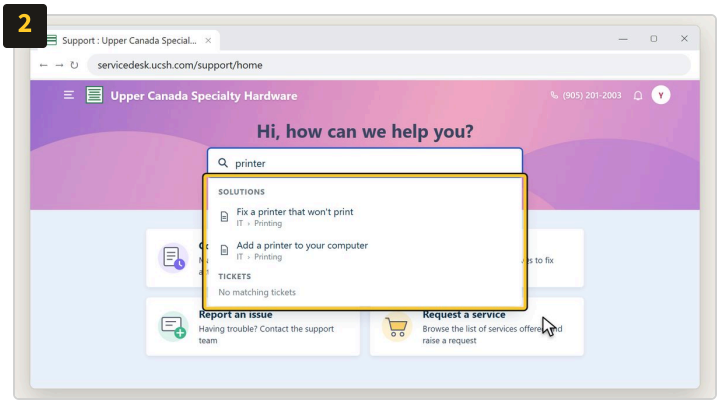
Trouble?

- Articles are grouped in folders by topic. Pick the folder closest to your question.
- Not sure which folder? Search instead. The next step shows how.
- The articles in this guide are examples. The real list grows as IT adds articles.

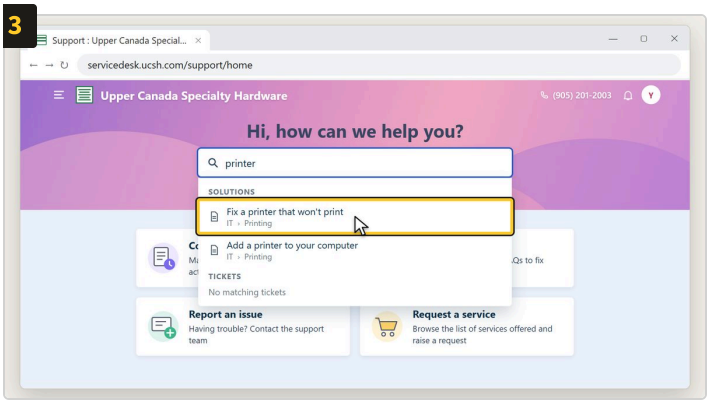
2. Or search for it



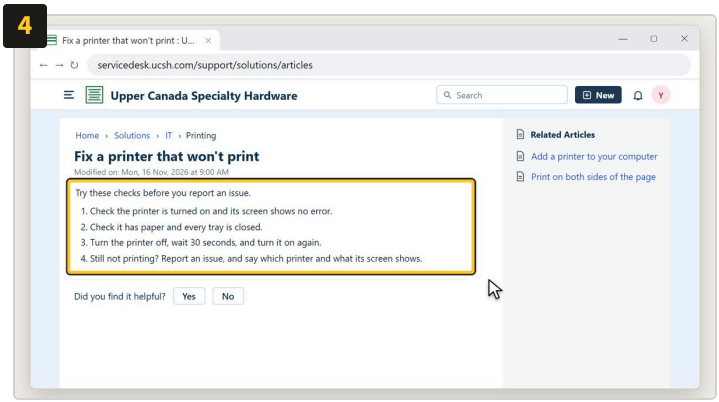
Or search instead: on the home page, click the **search box**.



Type a few words about the problem, such as **printer**.



Click the article that matches, under **Solutions**.



The article opens. Follow its steps.

Trouble?

- Use one or two simple words, such as **printer**, **Wi-Fi** or **Outlook**.
- The search box also finds services you can request, and your own tickets.
- Nothing useful? Report an issue instead.

TASK 2

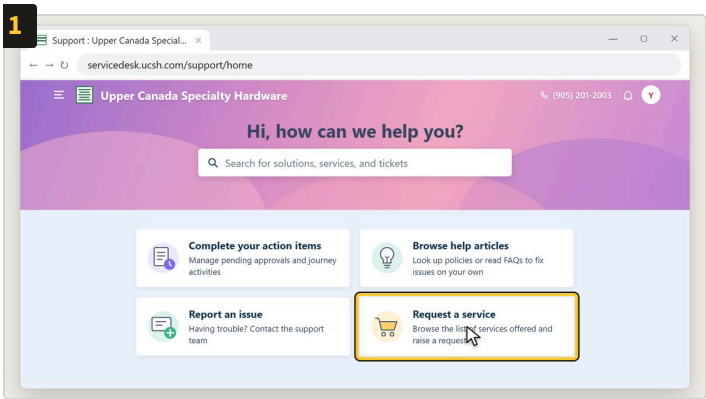
Request a service

Use it when: You need something new: access to an application, equipment, or a password reset.

First, open the service desk home page (see Start here). Afterwards, see **Check on your tickets** at the end.

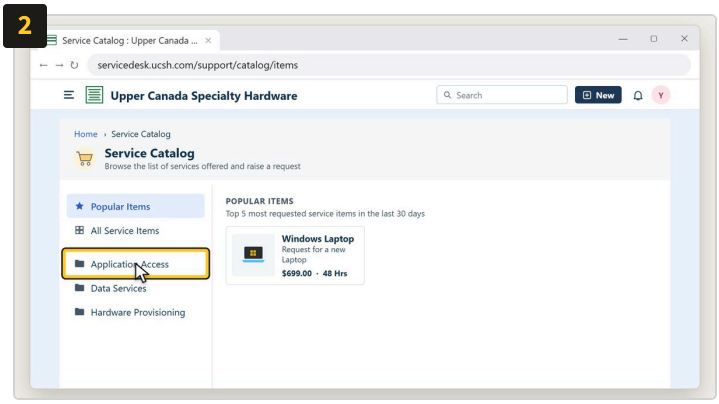
1. Find the service

1



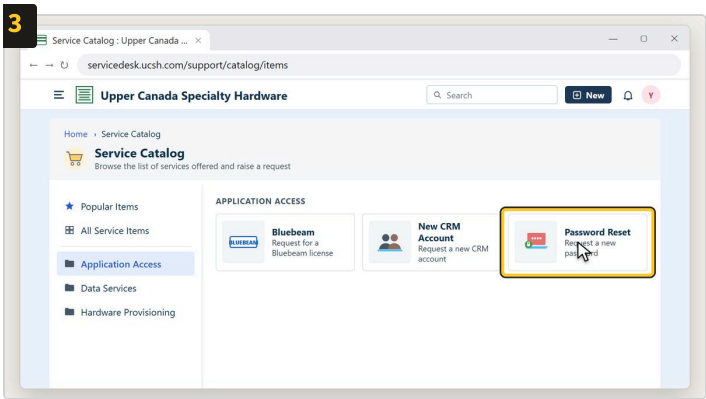
On the home page, click **Request a service**.

2



The **Service Catalog** opens. Click the group that fits, such as **Application Access**.

3

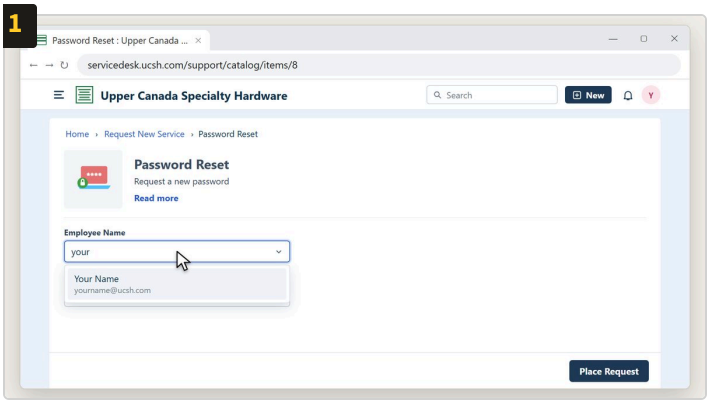


Click the service you need, such as **Password Reset**.

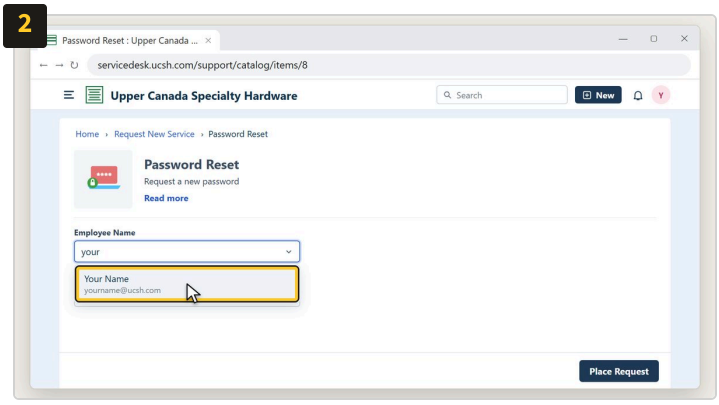
Trouble?

- Not sure which group? Click **All Service Items** on the left to see every service.
- You can also type the service name into the search box at the top.
- Some services, such as a replacement mouse, have nothing to fill in. Just click **Place Request**.

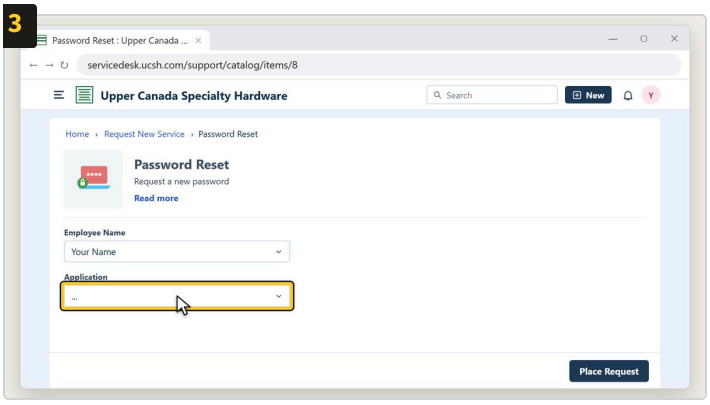
2. Fill it in and place it



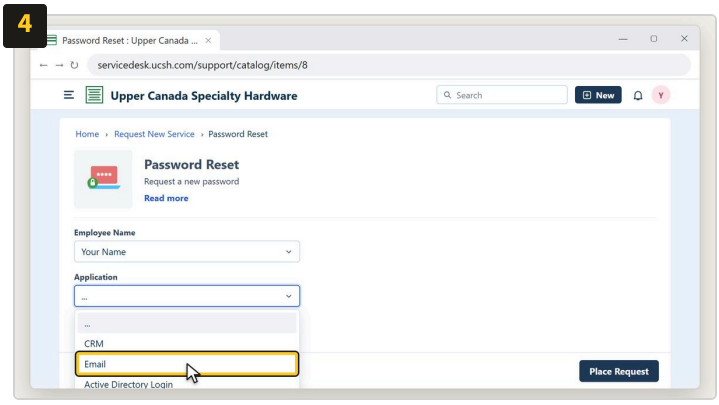
Click **Employee Name** and type the first letters of your name.



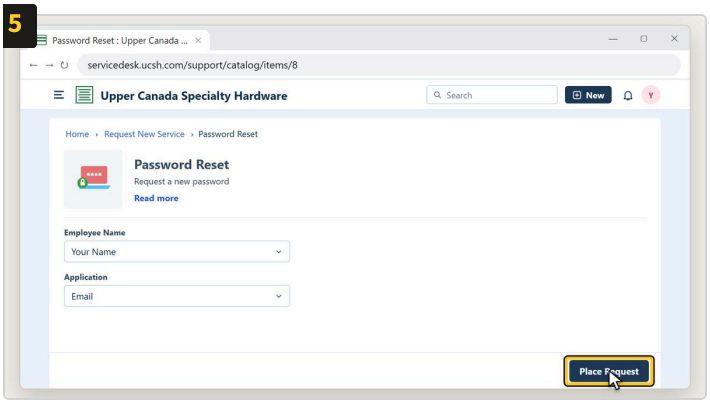
Click **your name** in the list.



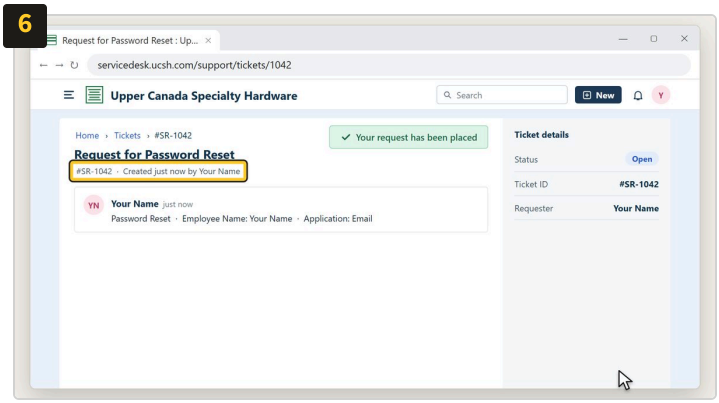
Click the **Application** box.



Choose the one you need, such as **Email**.



Click **Place Request**.



Done. Your request gets a number, such as **#SR-1042**. Keep it in case you need to ask about it.

Trouble?

- Each service asks for different details. Fill in every box marked with a red *****.
- Locked out, and cannot sign in to the service desk at all? Call the IT helpdesk at (905) 201-2003.
- Placed a request by mistake? Contact the IT helpdesk and quote its number.

TASK 3

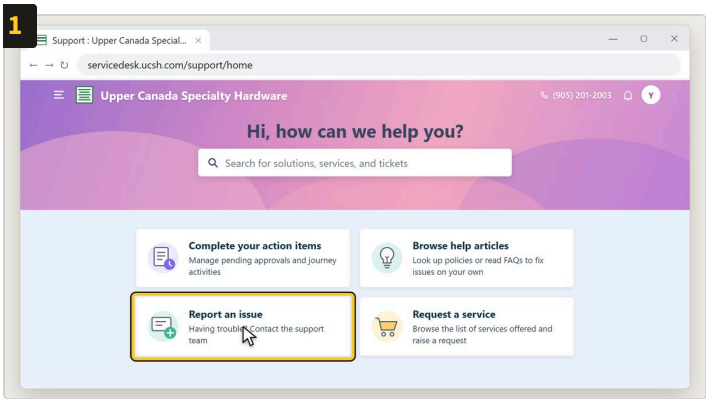
Report an issue

Use it when: Something is broken or not working.

First, open the service desk home page (see Start here). Afterwards, see **Check on your tickets** at the end.

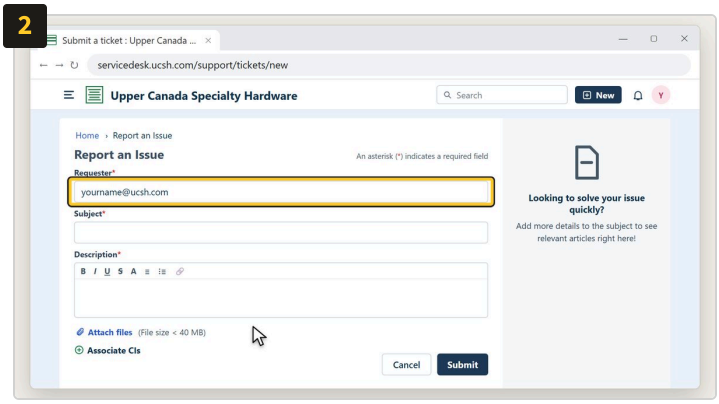
1. Fill in the form

1



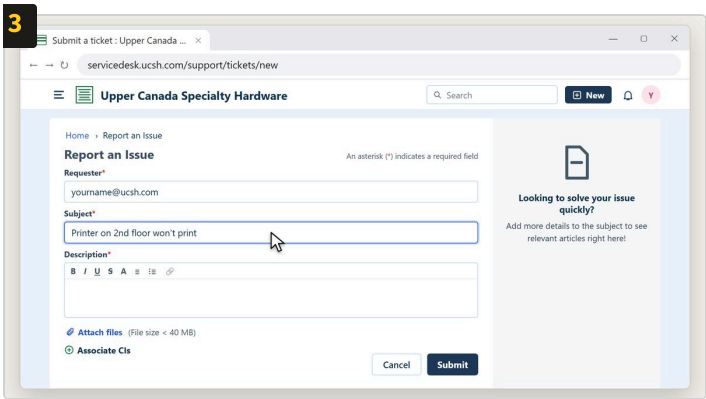
On the home page, click **Report an issue**.

2



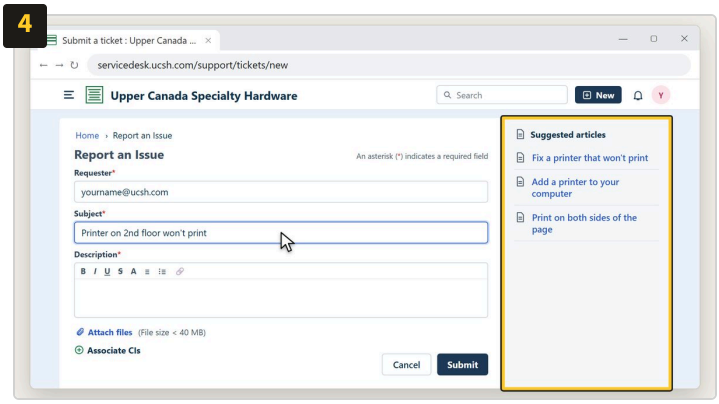
Requester is filled in for you. Check it shows your own email.

3



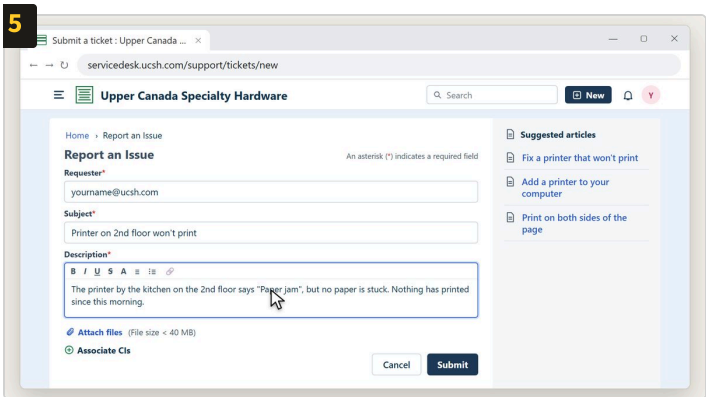
Click **Subject** and type a short summary, such as **Printer on 2nd floor won't print**.

4



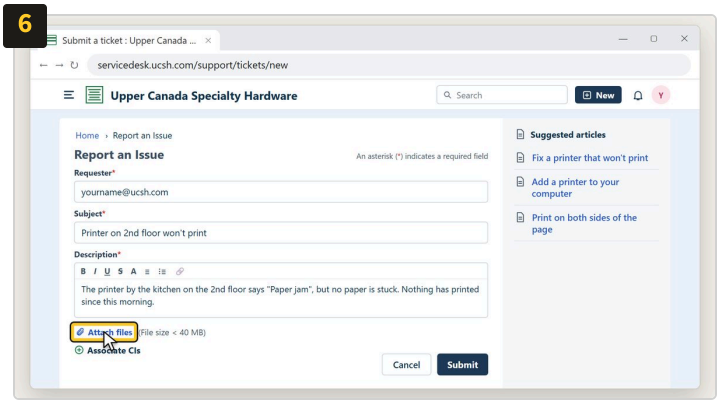
Articles that might fix it appear on the right. Have a quick look first.

5

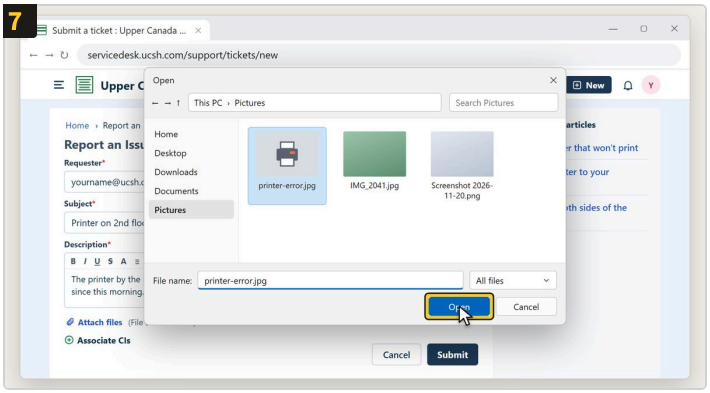


Click **Description** and explain what happened, where, and any error message.

6



To add a photo or screenshot of the problem, click **Attach files**.

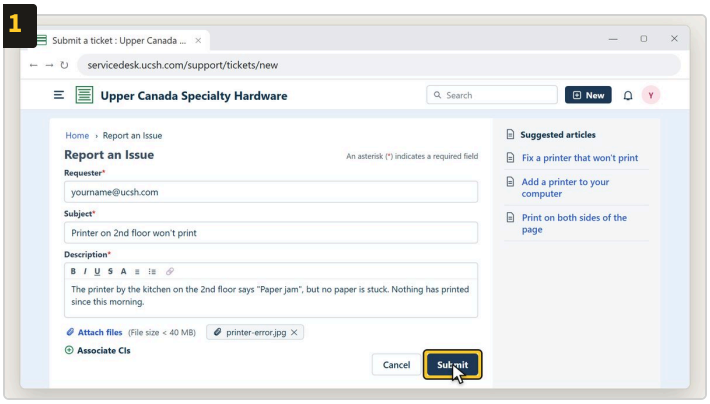


Click the file, then click **Open**.

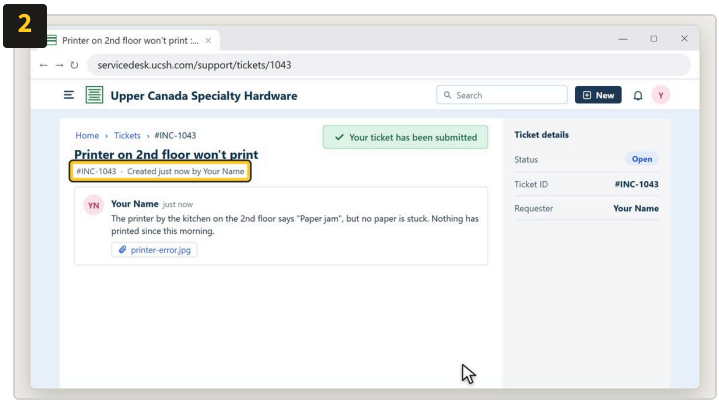
Trouble?

- A good subject says what and where, such as **Outlook won't open on my laptop** or **No Wi-Fi in the boardroom**.
- In the description, say what you were doing, what happened, and any error message, word for word.
- A photo or screenshot helps a lot. To take a screenshot, press **Windows** + **Shift** + **S** and drag over the problem. Windows 11 saves it in **Pictures**, in the **Screenshots** folder.
- Leave **Associate CIs** empty unless IT asks you to fill it in.

2. Submit it



Check the form, then click **Submit**.



Done. Your ticket gets a number, such as **#INC-1043**. Keep it in case you need to ask about it.

Trouble?

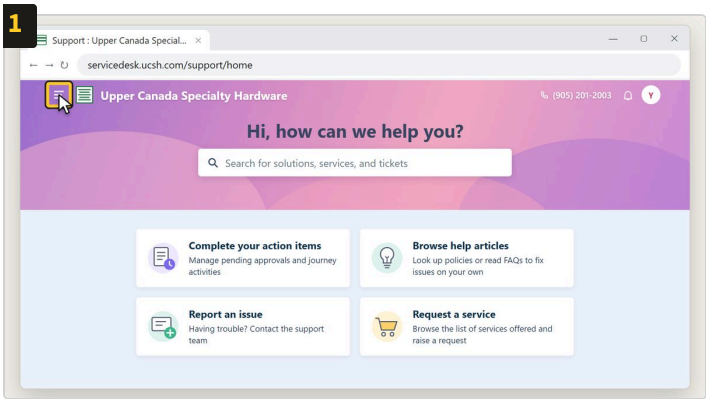
- Submit shows an error? Fill in every box marked with a red *****.
- Urgent and stopping your work? Also call the IT helpdesk at (905) 201-2003 and quote the ticket number.

AFTERWARDS

Check on your tickets

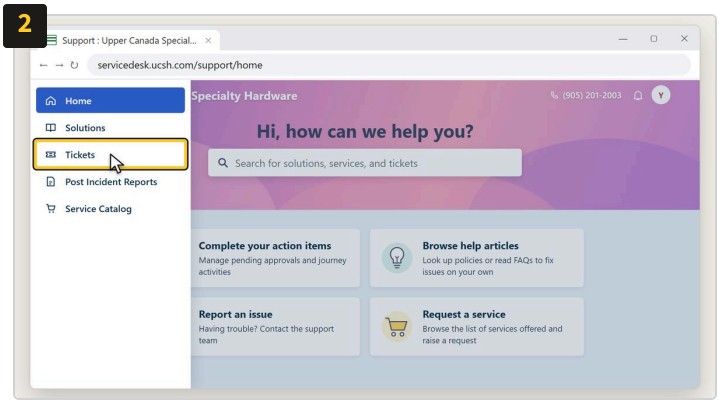
Your issues and requests are listed under Tickets, with their status.

1



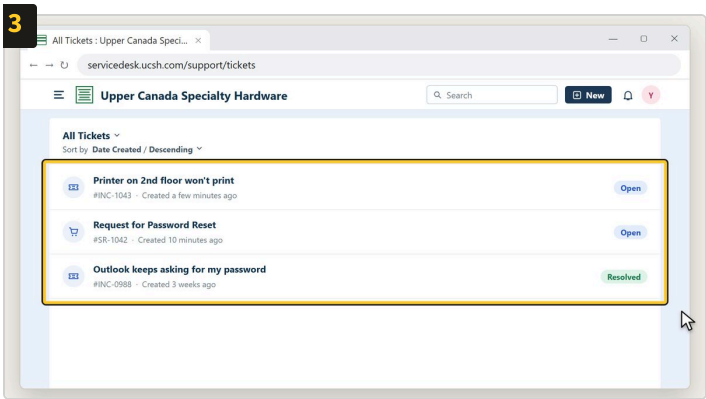
To check on it later, click the **menu** button (three lines) in the top-left corner.

2



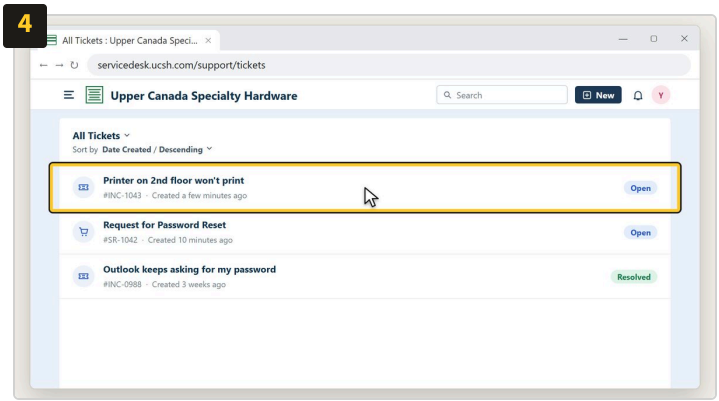
Click **Tickets**.

3



Your tickets are listed, newest first. Each shows its status, such as **Open** or **Resolved**.

4



Click a ticket to see its details and any replies from IT.

Trouble?

- **Open** means IT has it. **Pending** usually means IT is waiting for something, often a reply from you. **Resolved** means IT thinks it is fixed.
- Not fixed after all? Open the ticket and add a reply saying so.
- The search box at the top also finds your tickets by number or subject.

IT helpdesk · Phone: (905) 201-2003 · Or report an issue on servicedesk.ucsh.com

The screens shown are illustrations. Your screens may look slightly different, but the buttons and wording will match.