

Maynooth University Support Portal – Self Service Guide

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Introduction

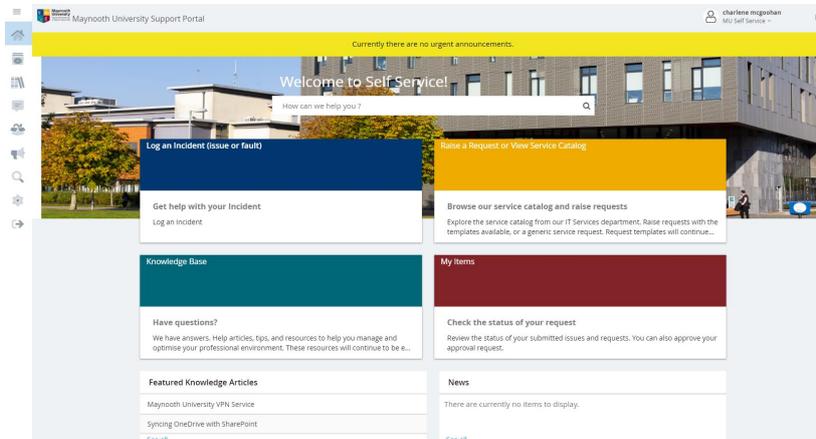
The Self-Service functionality will enable incidents (issues or faults) to be resolved more quickly. You can use your Maynooth University log on details to access the Support Portal, to use the Self-Service functionality.

Accessing the Self-Service Portal

1. Visit www.mu.ie/serviceportal



2. Log in with your Maynooth University credentials

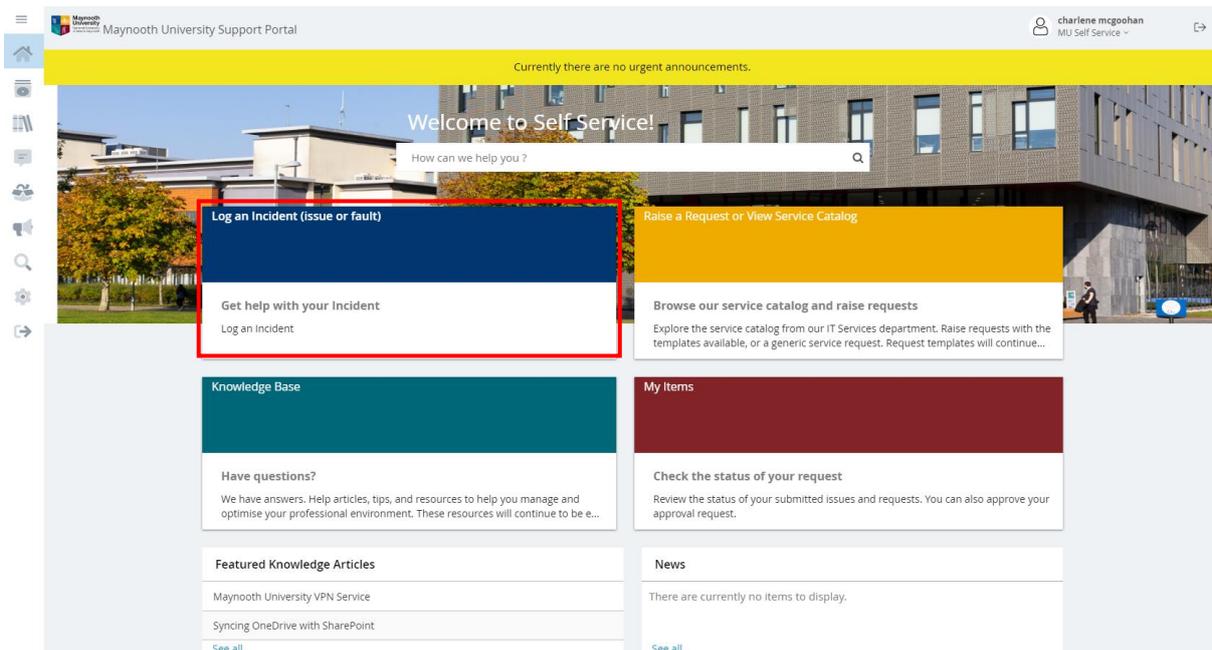


Reporting an Incident

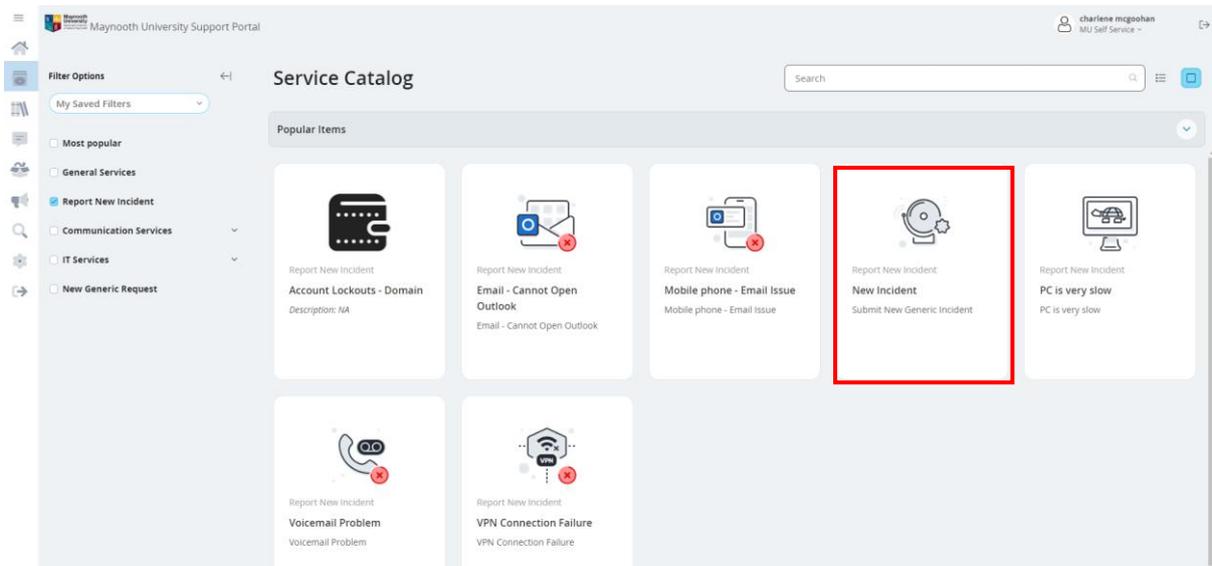
An incident is an issue or fault that a user has that is stopping them from carrying out a piece of work. As you fill in detail of an incident, **Knowledge Articles** will load automatically on the right-hand side to provide you with relevant information that may help you resolve your incident yourself.

Note: When an incident/request is *Closed*, it cannot be reopened. If further assistance is required, a new incident should be opened.

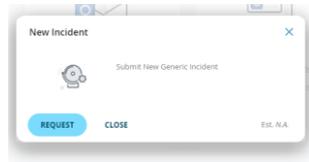
1. After logging in, you will see the Self-Service home screen.
2. Click Log an Incident (issue or fault)



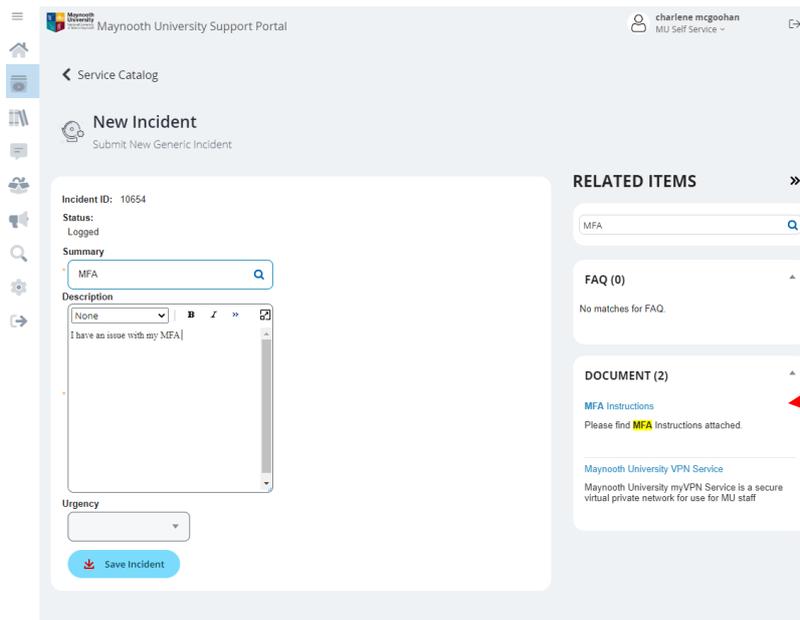
3. All the types of incidents that can currently be raised with IT Services will be displayed, select the incident that is most appropriate to your issue. If the incident you are raising is not described by any of the available ones on screen, select New Incident.



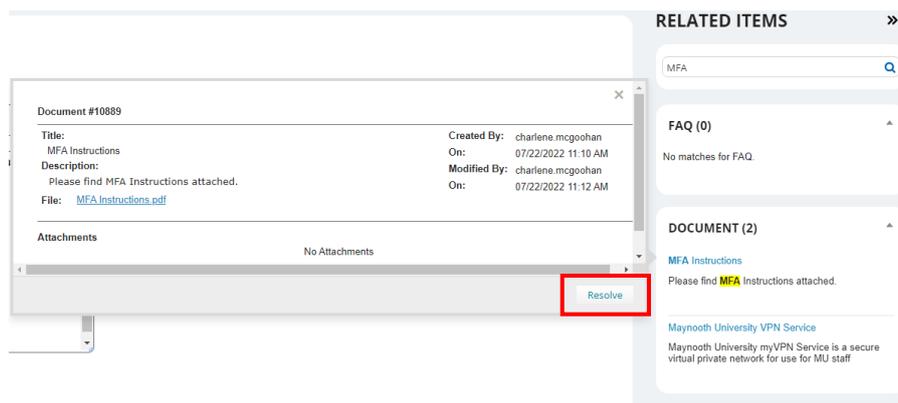
- Click Request on the pop up



- As you fill in the relevant details, Knowledge Articles will load which may help you resolve the incident yourself.



- Review the Knowledge Article and click Resolve if it fixes your issue. This creates a record of your issue but automatically resolves it.



- If a Knowledge Article isn't available or if the Knowledge Article that is available doesn't resolve your issue, click Save Incident.
- You will then receive a notification to your email with your incident details for reference. You can click the link in the notification email to easily open the Self-Service Portal to see any updates to your incident.



Maynooth University
National University
of Ireland Maynooth

Incident# 10635 has been logged for you

SD Service Desk
To Charlene McGoohan

Hi charlene mcgoohan,

The following new Incident has been logged for you:

Incident #	10635
Summary:	Testing the notification link
Customer Name:	charlene mcgoohan
Priority:	3
Status:	Logged
Category:	

Description

Testing the notification link

Open Incident in Self Service:

[Open Incident in Self Service Portal](#)

Regards,

IT Services



Maynooth University, Maynooth, Co. Kildare, Ireland

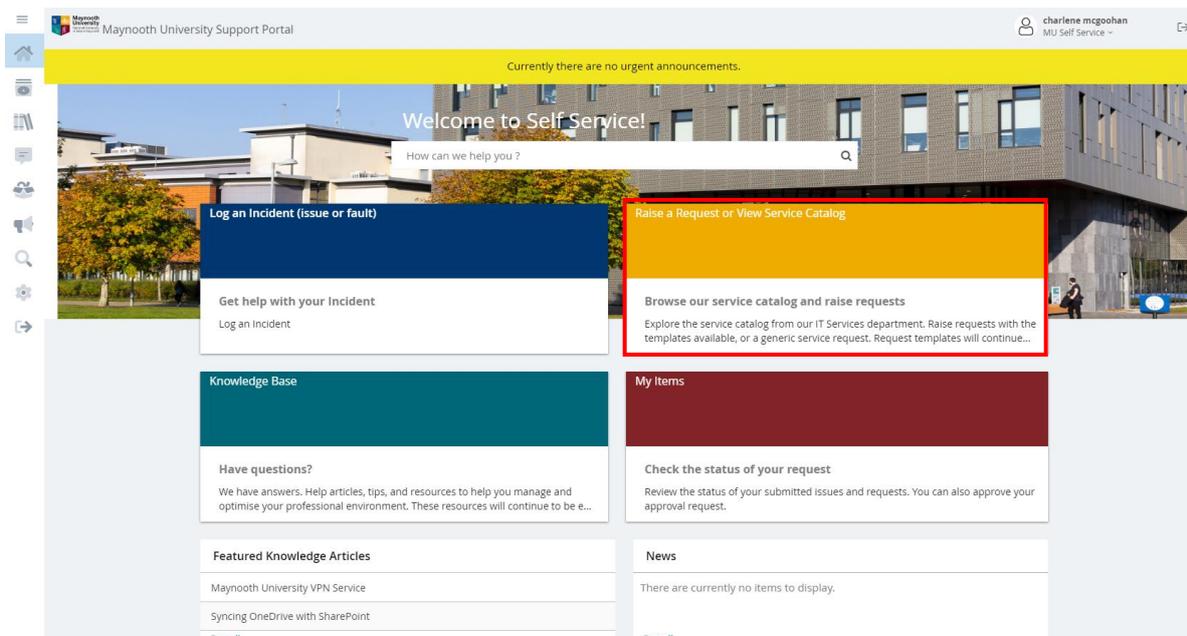
W: <http://mu.ie/serviceportal>

E: servicedesk@mu.ie

Raise a Service Request

A request is something that a user wants but is not blocking you from working. Requests are raised in the same way as incidents.

1. After logging in, you will see the Self-Service home screen.
2. Click Raise a Request or View Service Catalog



Maynooth University Support Portal

charlene mcgoohan
MU Self Service

Currently there are no urgent announcements.

Welcome to Self Service!

How can we help you?

Log an Incident (issue or fault)

Get help with your Incident

Log an Incident

Raise a Request or View Service Catalog

Browse our service catalog and raise requests

Explore the service catalog from our IT Services department. Raise requests with the templates available, or a generic service request. Request templates will continue...

Knowledge Base

Have questions?

We have answers. Help articles, tips, and resources to help you manage and optimise your professional environment. These resources will continue to be e...

My Items

Check the status of your request

Review the status of your submitted issues and requests. You can also approve your approval request.

Featured Knowledge Articles

Maynooth University VPN Service

Syncing OneDrive with SharePoint

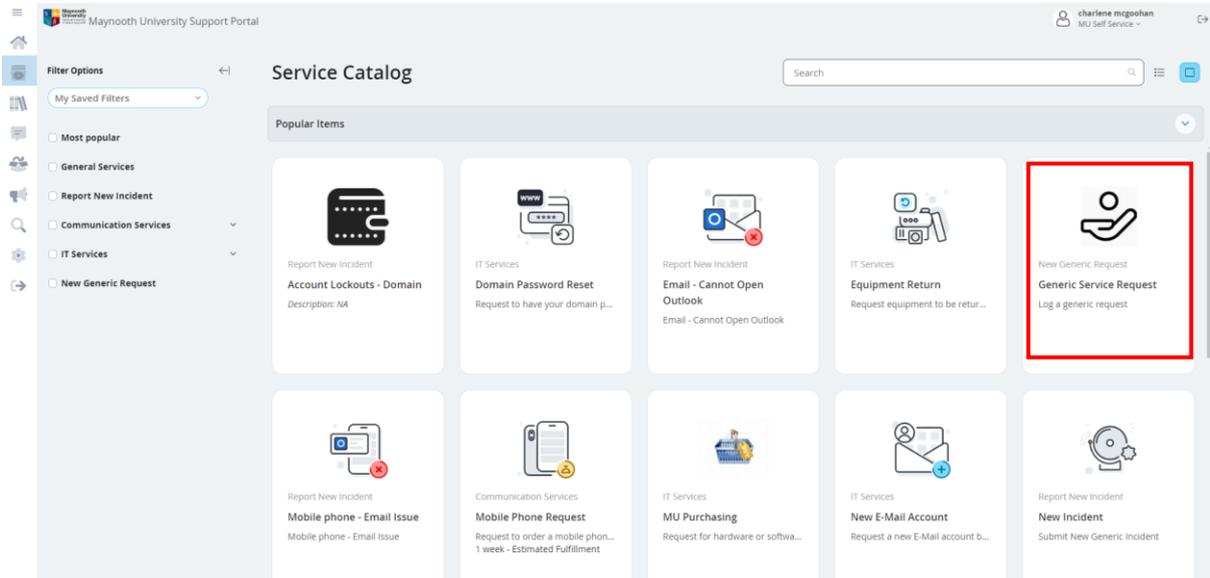
[See all...](#)

News

There are currently no items to display.

[See all...](#)

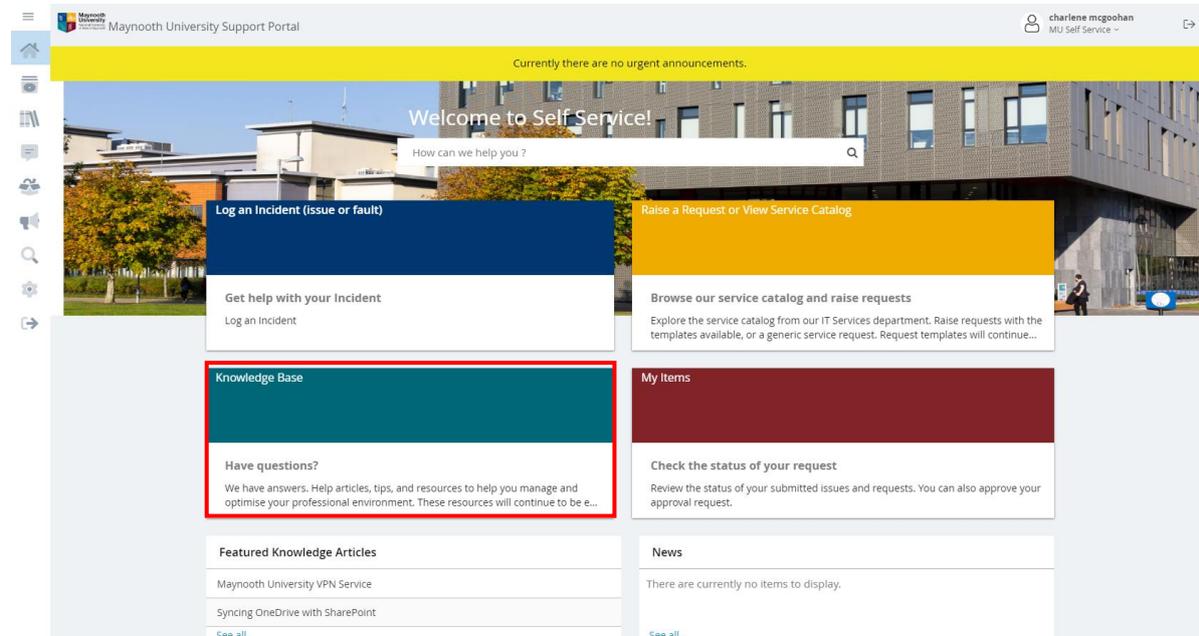
3. You can browse the Service Catalog for the request type that best describes what you are looking for, and a custom form based on your request will be opened. If you cannot find a form that describes what you are requesting, please select Generic Service Request.
4. All other steps are the same as Reporting and Incident, described previously.



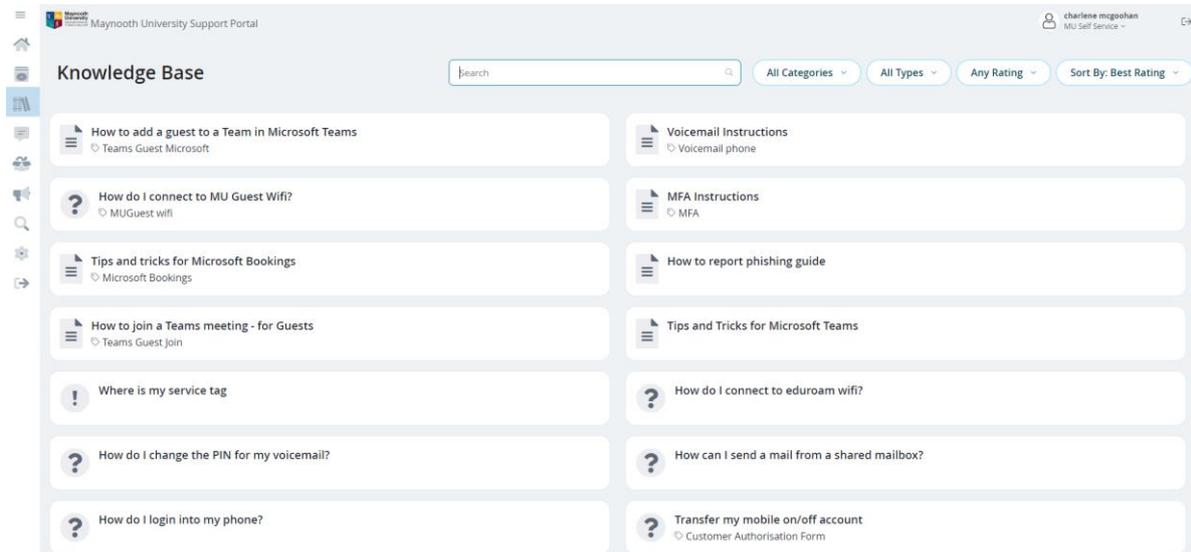
Knowledge Base

You can browse the Knowledge Base for articles on how to resolve common issues, or to find documentation on common IT related queries.

1. On the home screen, select *Knowledge Base*. The Knowledge Base will be continuously expanded.

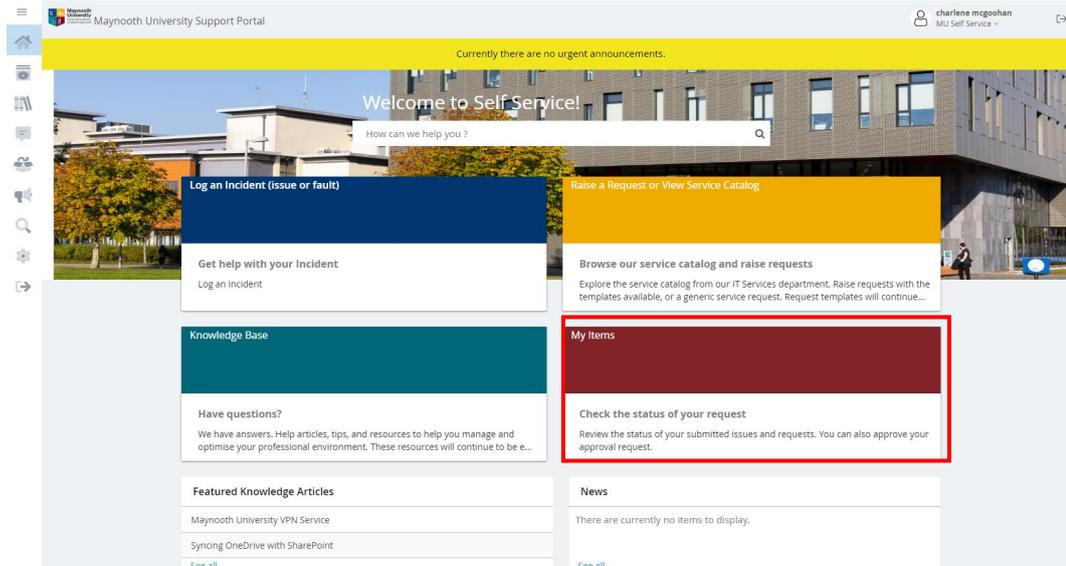


2. All currently available Knowledge Articles will appear:

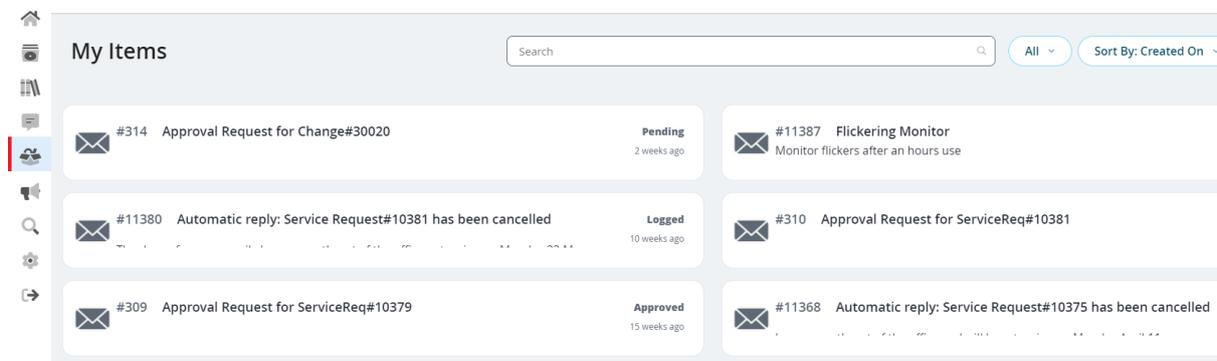


My Items

1. To check on the status of your incidents or requests, visit the home screen and select *My Items*



2. All your items will appear:



3. Click on a Service Request or Incident to view notes, update, or close if required



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Document History

Version	Date	Comments
0.1	26/07/2022	Initial version
0.2	03/08/2022	Screenshots of the Self Service Portal have been updated to reflect new "Log an Incident (issue or fault)" button that was added.