iService

- **How to log in**
  - Navigate to https://servicedesk.alleghenycounty.us
  - Login: <Allegheny County Email Address>
  - Password: <Network Password>

🔒 Secure | https://servicedesk.alleghenycounty.us

- **How to log out**
  - In the upper right hand corner click the red circle with the arrow pointing out.

- **Incidents**
  - To view your incidents, in the menu on the left click on 'My Incidents'

- o By default it will bring up your opened incidents. To see all your incidents (opened and closed) click on the 'Filter' dropdown and select 'None'

- o To open a new incident in the upper right corner just below the logout button click on 'Create a New Incident [Alt+Shift+N].

- o Confirm your phone number
- o Select the correct Urgency from the dropdown list
- o Type a description in the Description box. The text can be formatted similar to a Word document by using the buttons above the text box. Be sure to put in as much information as possible about the issue including exact text from error messages.
- o If you have a screen shot/picture of the error that can be added by clicking on 'Attachments' located above the Description box on the right.

Recipient ▼ 👤	N/A
Phone	-
Service	N/A
Equipment	N/A
* Urgency	4 - Work Not Impaired ▼

Current Time   5/11/2016 9:55:30 am

Attachments (0)

Description

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ab

[Cancel]   [Submit]

KNOWLEDGE BASE

- o If you have a screen shot/picture of the error that can be added by clicking on 'Attachments' located above the Description box on the right.

- o Enter a description for the file you want to add and click the green box (image on the right). This will open the File Upload box. Select the file you want to add and click the 'Open' button. To add multiple images click the green box and add each file separately.
- o When done click the 'Close' button on the 'UPLOAD FILE' screen then click the 'Submit' button.
- o The following screen will show up indicating that the incident was created. From here you can view the incident, create another incident with all the same information or continue to do other things.

Your Request has been Sent successfully.

The Call has been generated with Number **I160511_000002**.

To access it, click here.

To create another Record with the same Data, click here.

- **Approvals**
  - To view any approvals you have (for service requests or for incident resolution) on the left hand menu click on 'My Approvals'

  - Items with caution triangle as the type are incidents. Items with a box are service requests.
  - Click the check box next to the item or items you want to approve and click the green check between the dropdown box showing approval and the words 'MY APPROVALS' at the top.
  - If you want to approve some things and reject others or request information you will need to select the items separately based on the action to perform.
  - You will be presented with a survey prior to getting the approval screen.

- o Once done with the survey (it is optional) and click the 'Next' button.

APPROVAL ✖

◉ Accept ○ Reject ○ Information Request

Comment

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Accounted for	5/11/2016 📅	11:23:22 am
End Date	5/11/2016 📅	11:23:22 am
Duration		0:00

[Finish] [Cancel]

- o Select either 'Accept', 'Reject', or 'Information Request'
- o Enter any information in the 'Comment' field you feel is needed and click the 'Finish' button.
  Accept tells the system that this is complete.
  Reject tells the system that the issue still exists and more work needs to be done. The incident stays opened and is assigned back to the technician for further work.
  Information Request tells the system that you want a bit more of an explanation or some kind of knowledge about what happened. The incident will stay opened and an e-mail will be sent to the technician who resolved the incident. When done entering the text click the 'Finish' button.

APPROVAL ❓

Send Email ☑

From [   ]

To [   ] 👤👥

Cc [   ] 👤👥

Attached Files

➕

Subject [Request Number I160512_000008 : Information Request]

Text

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Testing

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Finish