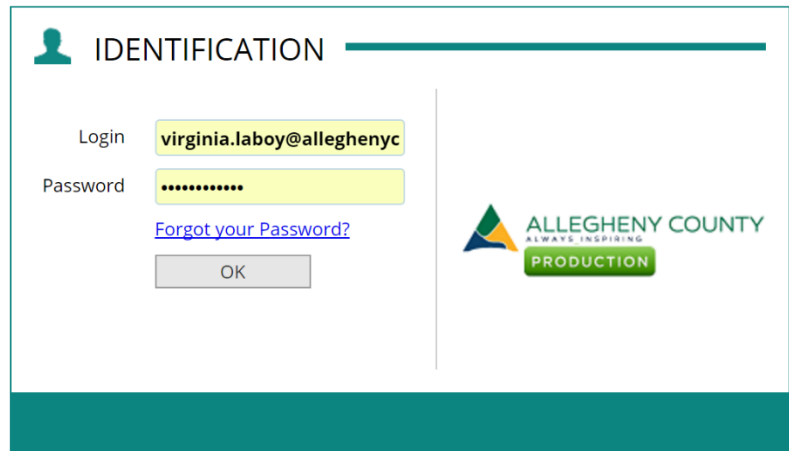


iService

- **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.


Drake, Bobby ▼  

[Create a New Incident \[Alt+Shift+N\]](#)

- **Incidents**

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

MENUS

- Home
- My Incidents 
- My Service Requests
- My Change Requests
- My Approvals
- Directory
- Knowledge Base
- Full Text Search
- My Details

- 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'

Close ▼ ✓ **MY INCIDENTS**

Filter : ▼

Open
None

View : ▼
 List

	Description	Urgency	Status	SLA Target
-	-	-	-	-

Number of Records ✓

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


HOME Create a New Incident [Alt+Shift+N]

SEARCH Advanced

WELCOME TO CHEMOURS SERVICE DESK - SELF SERVICE PORTAL

Welcome to Chemours Service Desk
We are invested in providing the best service possible, to you our customers.

- Confirm your phone number
- Select the correct Urgency from the dropdown list
- 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.
- 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











































Equipment

* Urgency

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

[Attachments \(0\)](#)

Description

B *I* U A                                          

- **Approvals**

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

MENUS

- Home
- New Incident
- My Incidents
- New Service Request
- My Service Requests
- New Change Request
- My Change Requests
- My Approvals
- Directory
- Knowledge Base
- Full Text Search
- My Details

Approval ▼ ✓ MY APPROVALS

Filter : To Do View : List

<input type="checkbox"/>	Number	Creation Date	Type	Recipient	Category
<input type="checkbox"/>	I160511_000003	5/11/2016 11:13:04 am	⚠	Wayne, Bruce	Outlook
<input type="checkbox"/>	S160505_000001	5/5/2016 12:55:05 pm	📦	Dredd, Joe	Standard Workstation*

Number of Records 50 ✓

- 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.

APPROVAL

My support agent was professional and courteous.

- Strongly Disagree
- Agree

- Disagree
- Strongly Agree

My request was handled in a timely and efficient manner.

- Strongly Disagree
- Agree

- Disagree
- Strongly Agree

Do you have any suggestions on how we can improve our process?

B I U ABC Font Family Font Size A

☰ ☰

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

APPROVAL



Accept

Reject

Information Request

Comment

A rich text editor toolbar with various icons for text formatting and editing. The toolbar includes buttons for Bold (B), Italic (I), Underline (U), Font Family, Font Size, Text Color (A), Background Color, Bulleted List, Numbered List, Indent, Outdent, Undo, Redo, and a small 'ab' logo on the right side.

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

Finish Cancel

- Select either 'Accept', 'Reject', or 'Information Request'
- 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.

Send Email

From

To



Cc




























Attached Files




Subject

Text

B *I* U ABC Font Family Font Size        

Testing 

Finish