YOUR HOME PAGE
Navigate to the [University of Alberta Service Portal](https://universityofalberta.service-now.com/home) Home page:
If you’re not logged in to your CCID, you may click Login in the top right-hand corner of the screen, and login using your CCID:

**Note:** If you don’t have a CCID, go to Create a Student or Staff Service Portal Account.
Profile (Edit, announcements, sign-out)

To edit your profile, click on your first initial in the top right-hand corner of the screen.

Select “Edit profile” from the drop-down menu.
You can edit personal information, the time format, and your location under the “Edit Profile” option.
You may also view **ANNOUNCEMENTS** by navigating back to the Home page using the “Back” button in your browser, and re-selecting your first initial in the top right hand corner. Or you can Sign out:

Announcements posted my University of Alberta Administrators will appear here.
Notifications

Access notifications about your submitted requests by clicking on the “Bell” symbol in the top right-hand corner of the screen.
Notification Settings

Click settings to choose what you want to be notified about:

View all of your notifications by default or if you are a Staff member, click “My Approvals” to see if you need to approve any current requests.

Note: If you are a Student, “My approvals” may not apply to you.

Adjust your notification preferences by checking or unchecking the radio boxes. Or toggle notification sounds on/off.
To quickly find a solution to your IT-related issue, click on the search bar, and type in the Subject Matter of the solution content that you are looking for (e.g. Reset CCID, Computer Replacement, How-to access UWS). A drop-down menu will appear below the search bar containing current and relevant Articles that contain step-by-step instructions to help you resolve your issue.
When you type subject matter into the search bar, relevant solution articles, service items, and ticket history will appear below.
I opened the first Solution article available to try and resolve my issue myself: “Reset a CCID password”. This is the “Reset a CCID password” Solution article:

**Introduction**

This article will outline the options for resetting your Campus Computing ID (CCID) password.

**Applicability**

This article will be useful for Students, Applicants, and Staff who need to have their CCID password reset.

**Procedure**

<table>
<thead>
<tr>
<th>Password Reset Options</th>
<th>When to use this option</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reset Your Own CCID Password (Self Service Password Reset)</td>
<td>- You have PREVIOUSLY enrolled in the U of A Self Service Password Reset (SSPR) tool <strong>WHILE</strong> you had your password, and you are not sure what this is, or do not recognize the website, then you probably did not do it. You should go to the Contact A Service Desk section.</td>
</tr>
<tr>
<td></td>
<td>- You have NOT enrolled a recovery phone number or email address in the U of A Self Service Password Reset (SSPR) tool. If you have previously enrolled for SSPR but are still having trouble resetting your own password, you have other questions about the password reset process or are unsure about what to do, use the link to contact a Service Desk.</td>
</tr>
<tr>
<td>Contact A Service Desk</td>
<td>- You have other questions about the password reset process or are unsure about what to do. Use the link to contact a Service Desk.</td>
</tr>
<tr>
<td>Change Your CCID Password</td>
<td>- You know your current password and want to set a new password.</td>
</tr>
<tr>
<td></td>
<td>- Your CCID password was just reset by a Service Desk, and you need to change it.</td>
</tr>
<tr>
<td></td>
<td>- Your account is a brand new account and you have just received your initial temporary password.</td>
</tr>
</tbody>
</table>

**Note:** Scroll down to see more in-depth instructions in the Solution article
Reset Your Own CCID Password (Self Service Password Reset)

IMPORTANT!
- You can only use this option if you have previously enrolled in the University's Self Serve Password Reset (SSPR) system while you still had access to your account.
- If you did not, you should go to the Contact A Service Desk section.

2. Select SEND CODE.

NOTE: These codes expire in 1 hour. If you already have a code, select I HAVE A CODE, then skip to step 6. You will also need to enter your CCID in step 6.

SELF SERVICE PASSWORD RESET

Forgot your password? By using the Self Service Password Reset tool you can change your CCID password through the verification of a reset code.

SEND CODE
I HAVE A CODE

3. Enter your CCID in the text field (1), then click Next (2).

NOTE: If you have not enrolled a recovery method, you will not be able to proceed after clicking Next. You will need to Contact a Service Desk to have your password reset.

SELF SERVICE PASSWORD RESET
**Hamburger menu**

The 3 horizontal lines in the top left hand corner of the screen is called a “hamburger menu”. Select it to access Solutions (Knowledge base articles), Tickets, and the catalog of Services available to you.

**SOLUTIONS**

Solutions are the first step to finding answers for Information Services and Technology issues. They are Knowledge Base (KB) articles that provide you with answers and step-by-step instructions for how to resolve issues you may be experiencing.

When you learn to solve simple technology issues with the assistance of these Solutions, you are helping to improve our helpdesk response times for more complex technology issues that others may be experiencing.
The “Popular Articles” option will always appear at the top of the Solutions menu on the left-hand side of the screen. Other Solutions topics appear below Popular Articles.
Tickets

Tickets are the second step to find a resolution for your technology issue. This is the only place where you can report specific technology problems to helpdesk. **Note:** The general IST email address no longer exists.
Overview of the tickets (Filter, Sort)

You can Filter Tickets by Open or Pending, Resolved or Closed or Shared with Me. And you Sort tickets by Date Created, Last Modified, and their current Status.
**STATUS**
The ticket Status shows you where your ticket is in the resolution process. There are 5 ticket statuses including: Received > In Progress > Awaiting your Response > Resolved > Closed.

**EXPORT (CSV/EXCEL)**
You can export your tickets to a Comma Separated Value (CSV) format. CSV is a basic excel format that you can use for further analysis, record-keeping, and organization purposes.
The service catalog is a collection of forms and/or requests that you may submit to have a specific action or service completed.
Service Tiles

Click on a specific service catalog item like “New CCID for Student Group”.

![Service Catalog](image_url)

- **IST - Access Management**
- **IST - Applications**
- **IST - CCID & Passwords**
  - CCID Offboarding: Offboard the CCID of an outgoing employee...
  - CCID Ownership Transfer: Change the administrative ownership of a...
  - CCID Student Group Provisioning: Reset a registered student group’s CCID properties...
- **IST - Desktop Support & Evergreen**
- **IST - Finance**
- **IST - Human Resources**

**New CCID for Student Group**
Request a CCID for a registered student...
This is an example of what a service catalog item may look like. This specific request can only be requested by the group's primary contact or executive (as detailed at the top of the form). When you are finished filling out the required fields or drop-downs, and attaching relevant files, you need to click “Place Request” in the bottom right hand corner.
Submit Feedback - “Was this answer helpful?”

At the bottom of every Solution article, Service Catalog item/request, or Ticket, there is a “Was this answer helpful?” question where you can enter your feedback by clicking “Yes” or “No”.

Note: Providing your constructive feedback and ideas about specific articles and tasks helps the Information Services & Technology department to improve your experience, and the experience of your peers.
Print Solution Article

You can print any solution by clicking “Print Article” in the bottom right hand corner.

Select the printer you want to print from and click Print.
SUBMIT IT GENERAL INQUIRY

There are 2 ways to report an IT issue if a Solution article has not already provided you with a resolution:

1) Navigate to the Staff Services home page at https://universityofalberta.freshservice.com and click “Report an IT Issue”
2) If you are not on the home page, click the “+New” button in the top right-hand corner of your screen and click “Report an Issue”.

Details to include in a General IT Inquiry
Select a Subject Area for your request from the first drop-down menu called “IST Services – Subject Area”:

1. U of A Account
2. Software and Applications
3. Device or Peripheral
4. Lab, Classroom, and Meeting Room
5. Email and Communication Services
6. Other

The drop-downs available will change based on the subject area you select. Select the correct options that fit your situation and provide as much information as possible about your technology issue.

Provide your contact information and a Summary of the issue in the “What do you need help with?” field.
If possible, please include as much of the following information as possible in the Description:

1. Number of users that is/are having the issue.

2. CCID of the users that is/are used to authenticate UWS.

3. Department of user(s)

4. Number of devices, device name and the make and model*, if possible please also provide the MAC address(es) of devices* (See additional help below)

5. The time and day of the incidents.

6. Is the OS and/or drivers up-to-date on the devices?

7. Building name, room number, wall port number

8. VoIP issue (phone number and MAC if available)
**How to Find Details about your Computer**

You can find your device name by searching “About” in the “Start” menu on your desktop or laptop computer and select “About your PC” from the start menu search results to find details about your computer.

At the top of the “About your PC” page, you can find your device name in **Bold**. The **device name** is what the University of Alberta named your device.

This device’s name is **UA71G1BK3**. The “Latitude 5420” is the **model name** and **model number** of your device. The model name and model number are what the manufacturer (Dell, HP, Lenovo, etc.) named your device. The **Make** can usually be found on your laptop lid. Or the side of your desktop computer tower.

This information helps IST quickly identify your device out of the 10’s of thousands of devices on campus.
On a Windows computer, you can find the MAC Address under Settings > Networking & internet > Ethernet and scrolling to the bottom where it says “Physical address (MAC): 1A-BC-2D-D3-45-67”

Then attach a screenshot or photo of the issue if possible and click Submit.
Submit a General Inquiry
If you cannot find the IT Service or Subject Area that you require, you may submit a General Inquiry and it will be sent to the appropriate team based on your description of the issue.
Select the kind of support you are looking for that best fits the issue you are experiencing from the drop down (Student, Staff, or IT Service). Fill out the Description. Click Submit.
REQUEST A SERVICE
To place a service request, navigate to the hamburger menu and click “Service Catalog”. From the side menu, select the service you need to request. In this example, I selected IST – Human Resources from the side menu, and then I clicked on “New Employee IT Onboarding”.

![Service Catalog Menu](image-url)
New Employee IT Onboarding

Use when a new employee has IT requirements

Read more

"This form is to be completed by the employee's direct supervisor, HR, or departmental administrator."

IST Endpoint Support provides computing hardware, domain accounts, network folder access and printing access to employees who are new to either the University or department.

For new computer requests, begin by enquiring with the Evergreen Coordinator for your department to see if this computing request will run under the Evergreen Program. For more information on the Evergreen Program click here.

Included features:
- Procurement and configuration of computing equipment
- Computer Account (Create/Modify)
- Printer Access
- Departmental Network Drive & Folders (Add/Remove)

This is a consolidated form to request all 4 listed items. If you only require part of this process, please click on the appropriate linked items above

Any of the following information will help us serve you most effectively:
- Preference on standard Windows Laptop, Desktop or Mac
Add additional items and fill out the additional drop-downs if required for the new employee. You may also attach any relevant files to the request (like an approval email from your manager if necessary).
How to Approve Requests

Request for Approval - [SR-2032] Request for [Data Centre Access]

Hi Kate Green,

A new Service Request has been submitted for your approval.

Request Summary

Request for: [Data Centre Access] (SR-2032)
Requester: [Name]
Priority: Medium
Status: Open

For Approval: Send your response by replying to this email with only one of the following words as the first line of the email - Approve, Approve, Reject, Reject.

To see the complete request click here.

Regards,
University of Alberta (Sandbox)
**Requesting Tickets on Behalf of Others**

If you need to make a request for another person, then put *their* email address and *their* name in the “Your Email Address” and “Your name” fields. Fill out the ticket with as much detail as possible (See instructions [here](#)), and click Submit in the bottom right hand corner.