

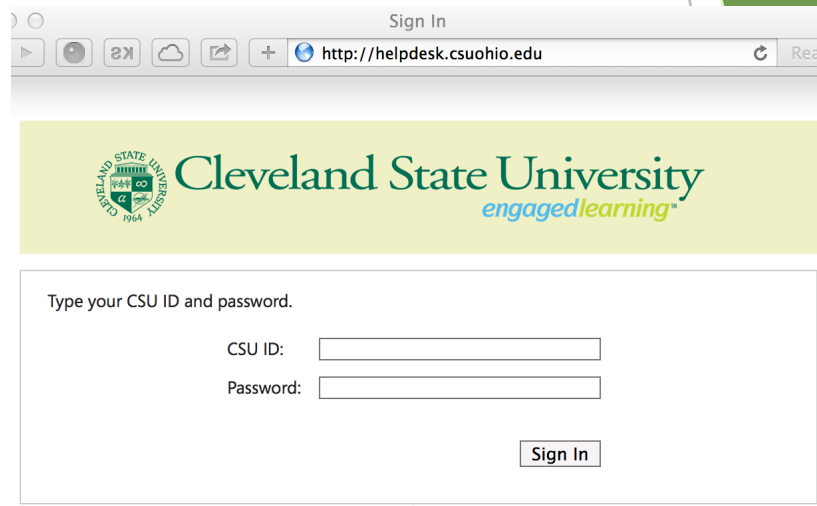
# Easy Self Service

How to Create an Incident Request for Yourself



# Logging Into the System

- ▶ Go to:  
<http://easy.csuohio.edu>
- ▶ use your CSU ID and Password



The screenshot shows a web browser window titled "Sign In" with the address bar displaying "http://helpdesk.csuohio.edu". The page features the Cleveland State University logo and the text "Cleveland State University engaged learning". Below the header, there is a form with the instruction "Type your CSU ID and password." and two input fields labeled "CSU ID:" and "Password:". A "Sign In" button is located at the bottom right of the form.

# The Self-Service Area


- ▶ You will now be in the Self Service area with many options available to you.
- ▶ To create your Incident Request:
  - ▶ Click anywhere in the box with the text [Click Here To Open An Easy Incident, Request Telephone Directory Update, or Ask a Question](#)



[Click Here To Open An Easy Incident, Request Telephone Directory Update, or Ask a Question](#)  
FOR PRINTER OUTAGES, PLEASE CALL X5050, OPTION 1 TO CONTACT XEROX.

# Start a New Incident




- ▶ Click the area with the text:  
[Create a New Incident or Ask a Question](#)



**Click Here To Open An Easy Incident, Request Telephone Directory Update, or Ask a Question**

FOR PRINTER OUTAGES, PLEASE CALL X5050, OPTION 1 TO CONTACT XEROX.

**Items**

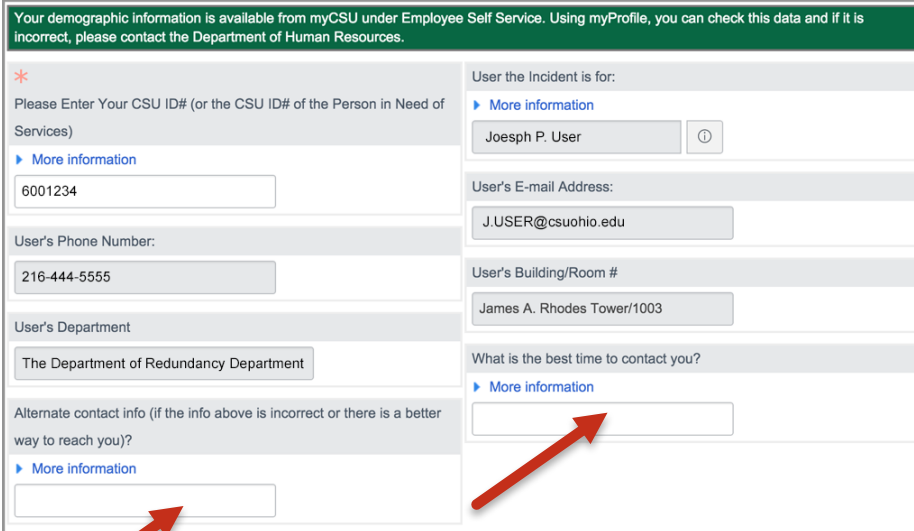
-  **Create a New Incident or Ask a Question**  
Create a New Incident
-  **Telecom Directory Updates**  
Telecom Directory Updates
-  **Order a PC or Laptop from the University PC Procurement Program**  
Directions and current price/model list

# Verify Your User Information


- ▶ Make sure to verify your user Information.
  - ▶ The fields will be pre-populated with your user information from your records.
  - ▶ If you are reporting the incident on behalf of someone else, the **Please Enter Your CSU ID#** field can be completed with their CSU ID# which will update the fields.
  - ▶ Also, make sure to note best time to contact you and if alternate method of contact is preferred.

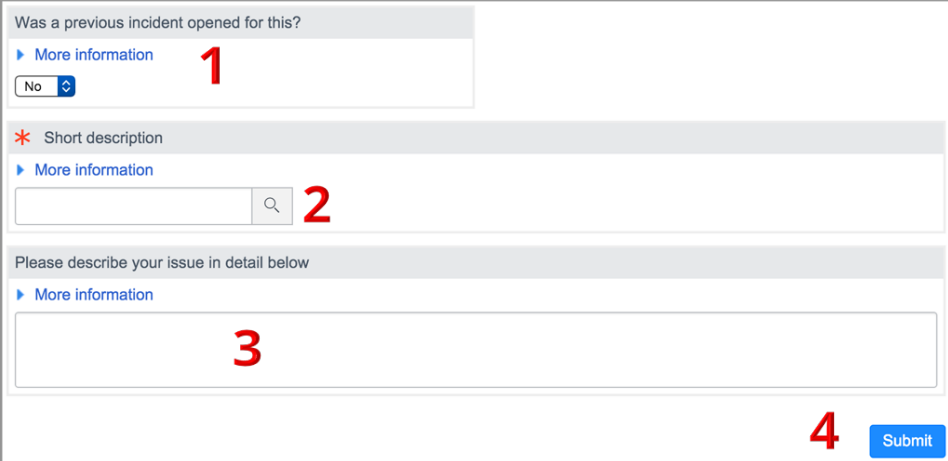
Your demographic information is available from myCSU under Employee Self Service. Using myProfile, you can check this data and if it is incorrect, please contact the Department of Human Resources.

<p><b>*</b></p> <p>Please Enter Your CSU ID# (or the CSU ID# of the Person in Need of Services)</p> <p>▶ More information</p> <input type="text" value="6001234"/> <p>User's Phone Number:</p> <input type="text" value="216-444-5555"/> <p>User's Department</p> <input type="text" value="The Department of Redundancy Department"/> <p>Alternate contact info (if the info above is incorrect or there is a better way to reach you?)</p> <p>▶ More information</p> <input type="text"/>	<p>User the Incident is for:</p> <p>▶ More information</p> <input type="text" value="Joseph P. User"/> ⓘ <p>User's E-mail Address:</p> <input type="text" value="J.USER@csuohio.edu"/> <p>User's Building/Room #</p> <input type="text" value="James A. Rhodes Tower/1003"/> <p>What is the best time to contact you?</p> <p>▶ More information</p> <input type="text"/>
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# Tell Us About Your Issue

1. Have you ever submitted an incident for this problem?
2. Under Short description, click the **Search**  button to select the category of your issue.
3. Give us as much detail as possible about your issue.
4. Click **Submit** to send the incident to IS&T.




Was a previous incident opened for this?

[More information](#) **1**

No 

\* Short description

[More information](#)

 **2**

Please describe your issue in detail below

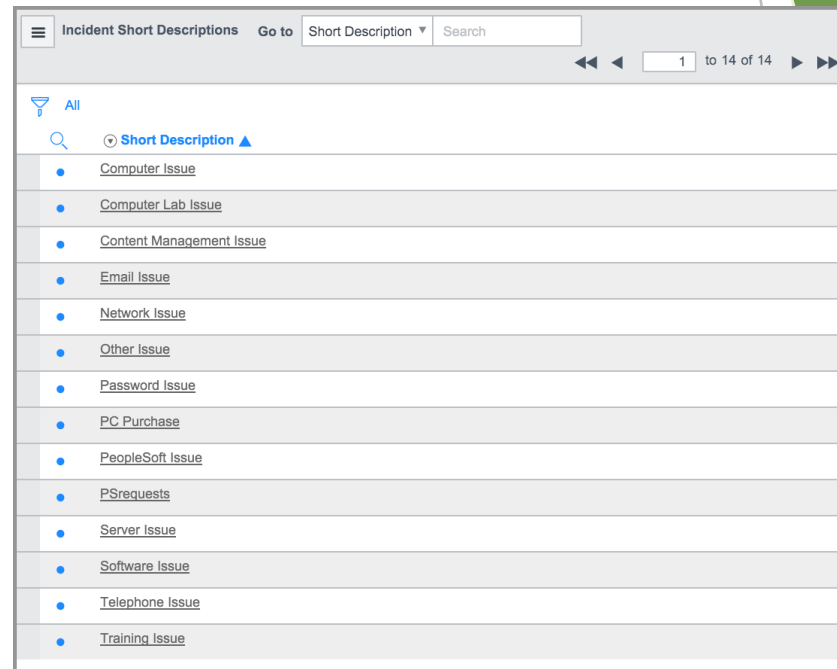
[More information](#)

**3**

**4**

# Select an Incident Description

- ▶ When you click on the [Search](#) button, this window pops open.
- ▶ This section of the incident report is very important because it tells the system how to handle your issue.
- ▶ To make your selection, click on a description from the list.
- ▶ The window will then close.



# Attach a File to An Incident

- ▶ Attaching a file to your incident report is very easy and may provide valuable information for those who are trying to assist you. Screen captures of error messages, dialog boxes, menu bars, and displays, etc. can help pinpoint your issue.

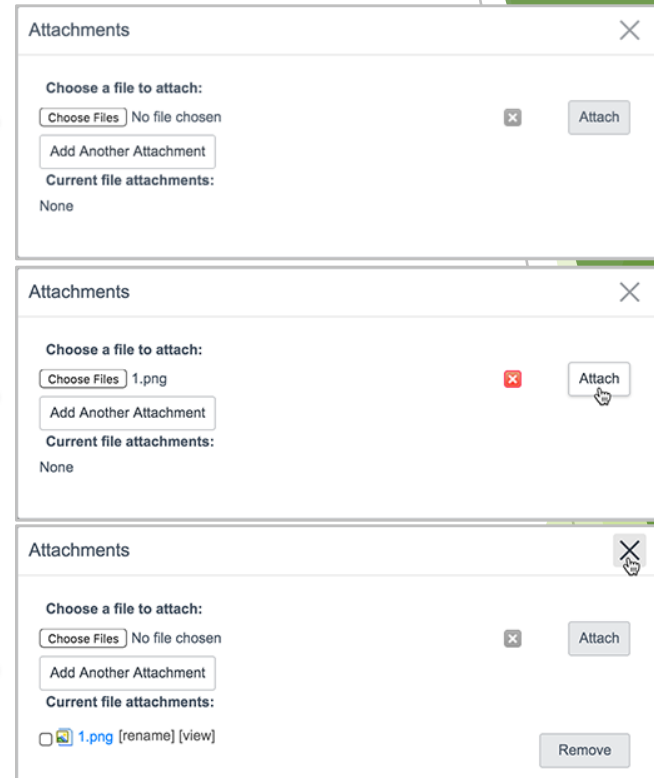
1. Click on the paperclip icon at the top-right of the new incident.



2. Click on the **Choose Files** button and selected your file from your computer.

3. Click on the **Attach** button once you have finished loading attachments.

4. Click the **Close Box** in the top right-hand corner.





# What's Next for the Incident?

Once you have submitted your incident, several things happen immediately:

The next screen you see summarizes your incident. You may wish to print or save it as a .pdf for future reference.

The system routes your incident to the appropriate IS&T personnel.

Also, on the summary screen you are given the option to go to your Homepage where you can track your incident.

This starts a timing mechanism by which all incidents are monitored.



# What's Next for the Incident?

Once you have submitted your incident, several things happen immediately:

You will receive an email stating that your request has been documented and is being addressed.

Your incident number is included in the email and is actually a hyperlink that, when clicked, will take you directly to your incident so that any available updates can be viewed.



# We Need Your Feedback!

Once your incident has been resolved, IS&T will send you a link to a short Satisfaction Survey. Please take a few moments and let us know about your experience!

- ▶ The survey link is sent from [csuohio@servicenow.com](mailto:csuohio@servicenow.com)
- ▶ Click the link provided
- ▶ If required, log into the system with your CSU ID and password

