Quick Guide to Use ITSC Online Service Desk

(This user guide suits commons internet browser, including Chrome, Edge, Firefox and Safari)

Contents

A. Submit an Enquiry/ Request to ITSC Online Service Desk 2

Ai. Method 1: Submit an Enquiry/ Request through CUHK Login (Recommended) 3

Aii. Method 2: Submit an Enquiry/ Request without CUHK Login 5

B. Trace ITSC Replies to Your Enquiry/ Request 6

C. Read Knowledge Base to Solve Your Question 8

The ITSC Online Service Desk is empowered by ServiceNow. One can visit https://servicedesk.itsc.cuhk.edu.hk to access the system. You will then be re-directed to the CUHK Login page. Please continue to read Part A here to know what can be done through the system.

A. Submit an Enquiry/ Request to ITSC Online Service Desk

There are 2 methods to submit your enquiry/ request.

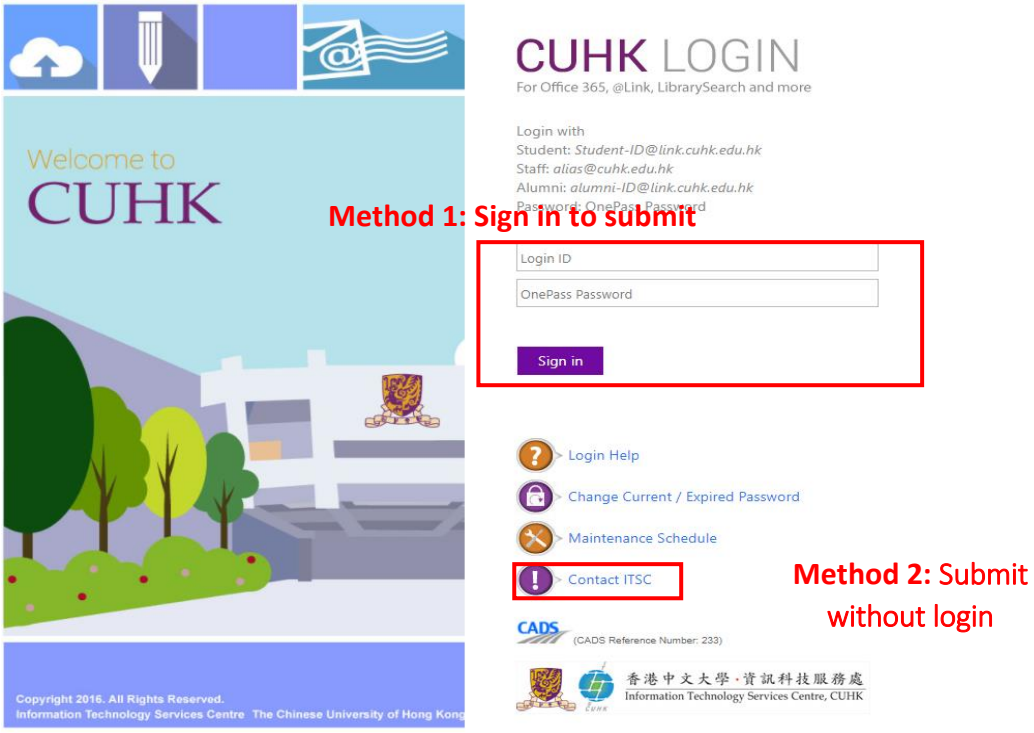
Ai. Method 1: Through CUHK Login (Recommended)

After login, you can

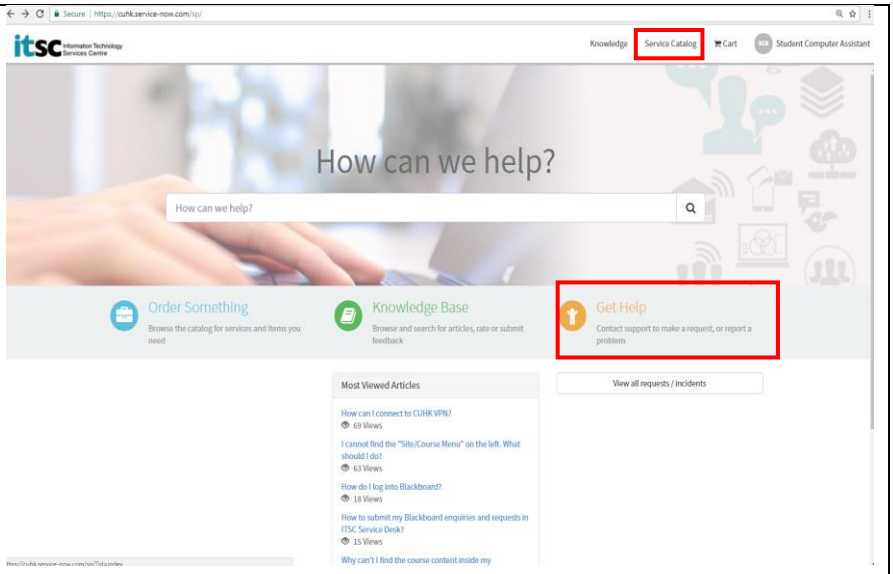
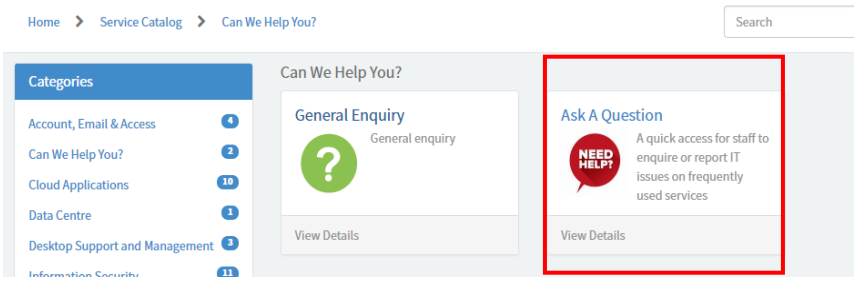
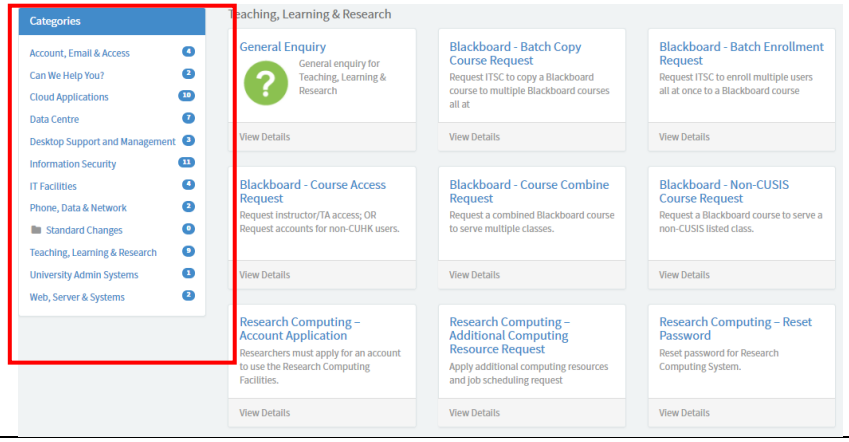
- Check the status of your submitted cases
- See the response from the ITSC User Service Team
- Further supplement for your cases

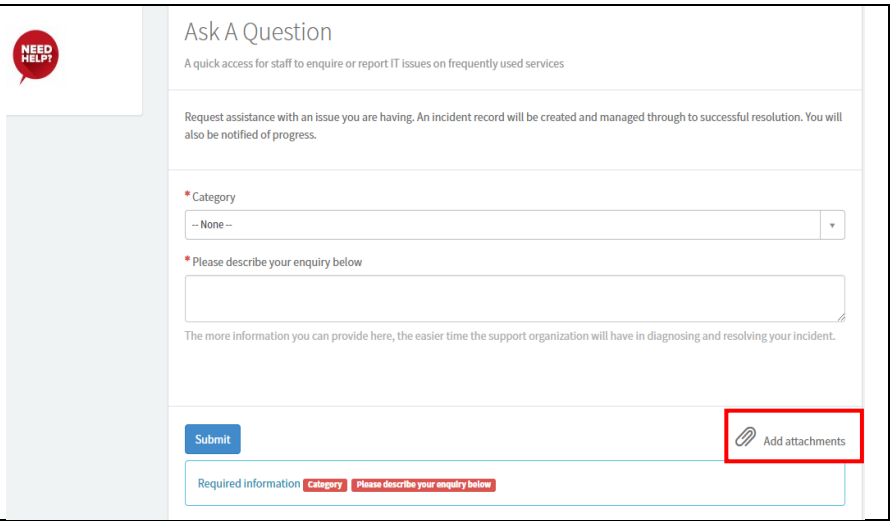
Aii. Method 2: Without CUHK Login

If you cannot log in, please select "**Contact ITSC**".



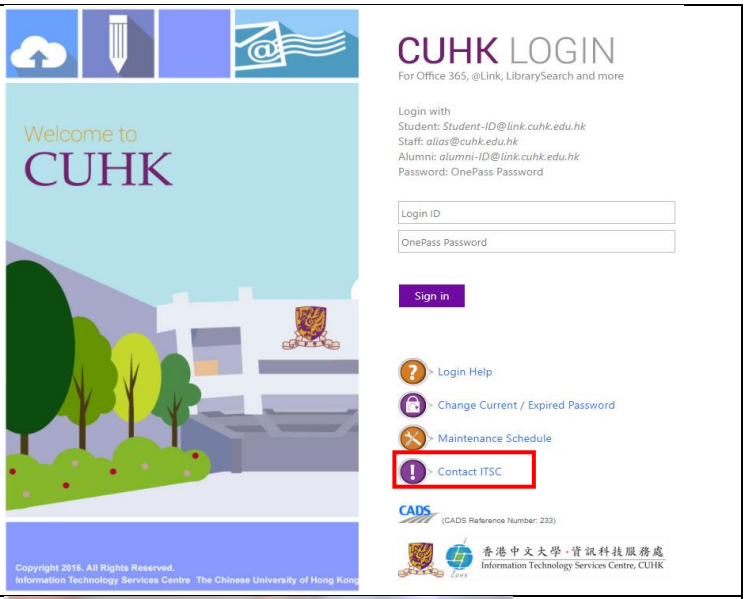
Ai. Method 1: Submit an Enquiry/ Request through CUHK Login (Recommended)

1. Please log in and either click • **Get Help** in the middle; OR • **Service Catalog** on the top menu bar.	
2. Either a. click **Ask a Question;** OR b. choose the related service categories displayed on the left. e.g. If you have a question about accessing course materials in Blackboard, you may choose **Teaching, Learning & Research > Blackboard – Course Access Request**.	 OR 

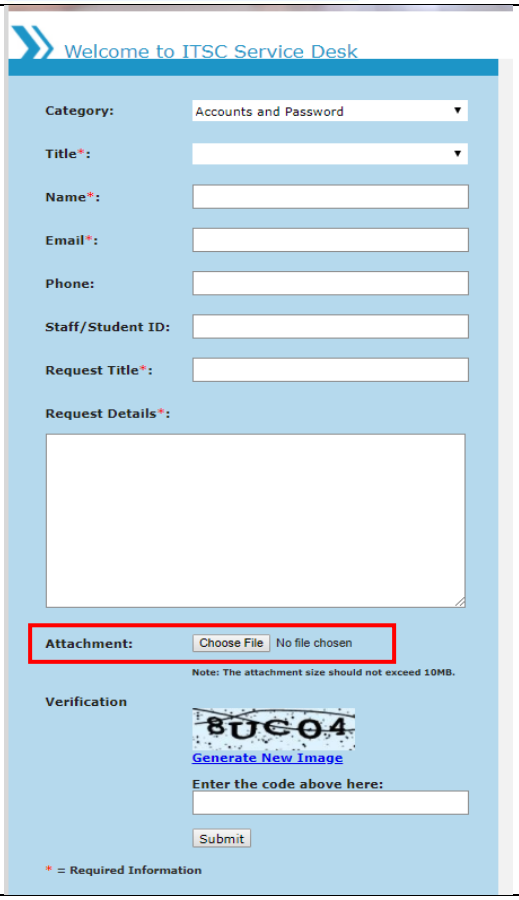
3. Describe your problem and attach any error messages or screens captured. You will receive an email notificaiton sent from ITSC Service Desk <cuhk@service-now.com> to your CUHK mailbox.	

Aii. Method 2: Submit an Enquiry/ Request without CUHK Login

1. Click **Contact ITSC** at the CUHK Login page.



2. Complete the online form as instructed



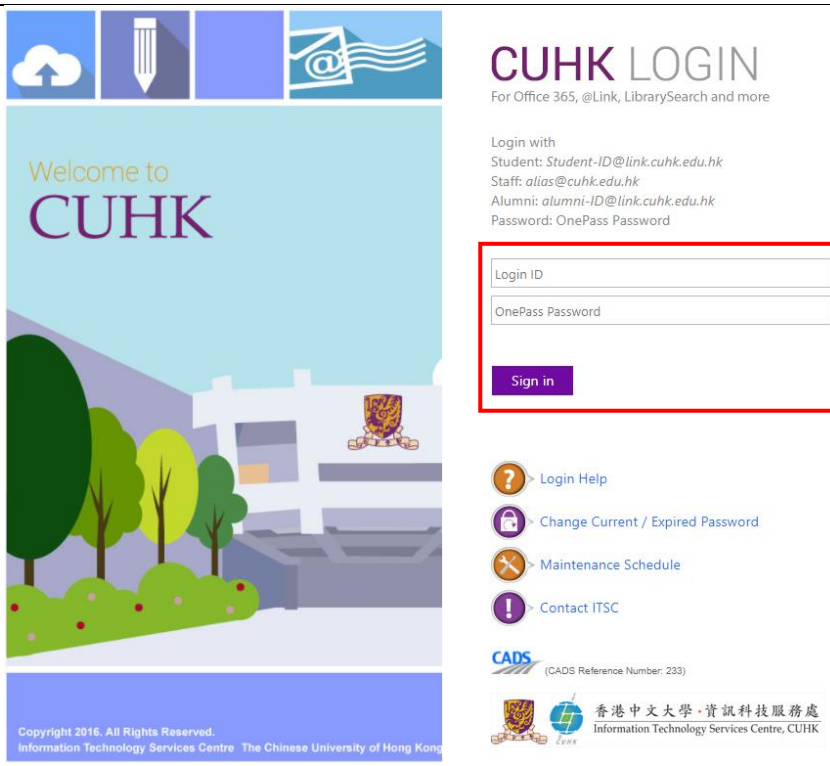
Notes

a. If you hit errors while using ITSC services, please attach any screens captured or error message to facilitate our follow up

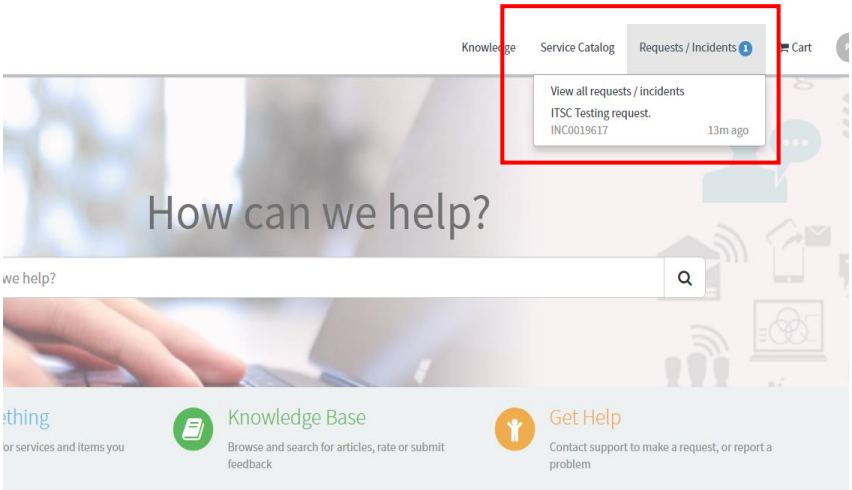
b. If you hit a login problem, please attach a **scanned copy of your CU Link Card** to collect a new password.

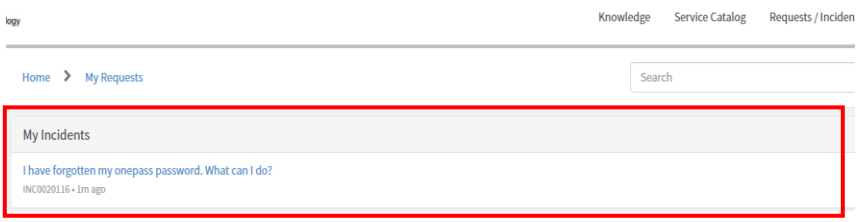
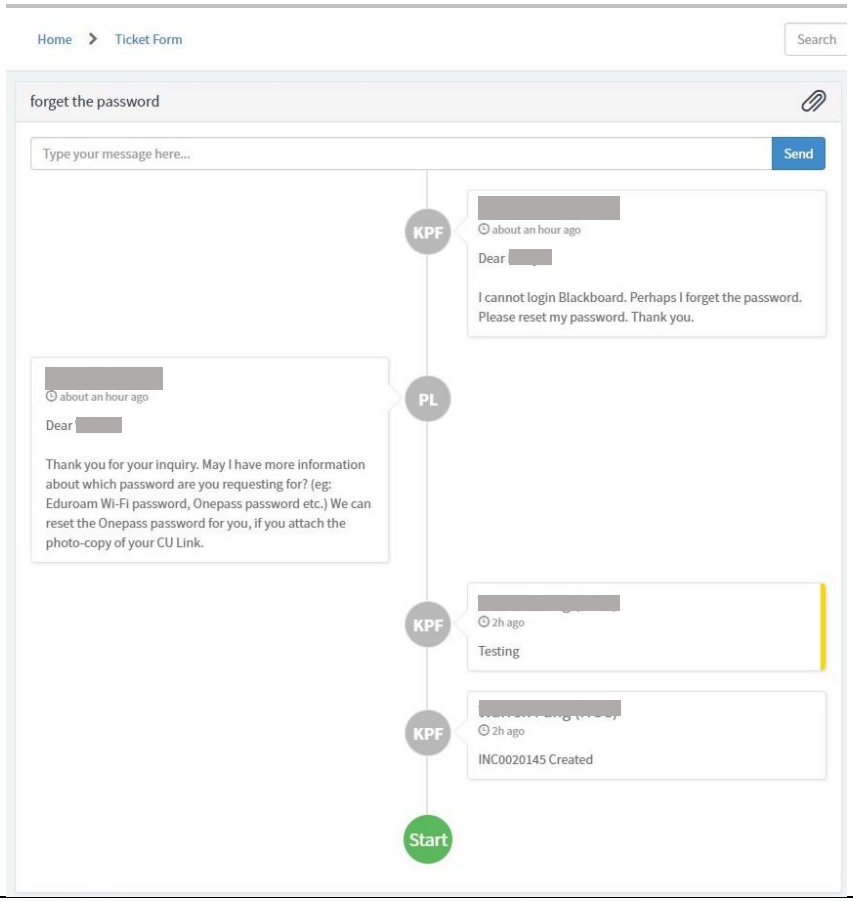
B. Trace ITSC Replies to Your Enquiry/ Request

1. Go to https://servicedesk.itsc.cuhk.edu.hk and log in.

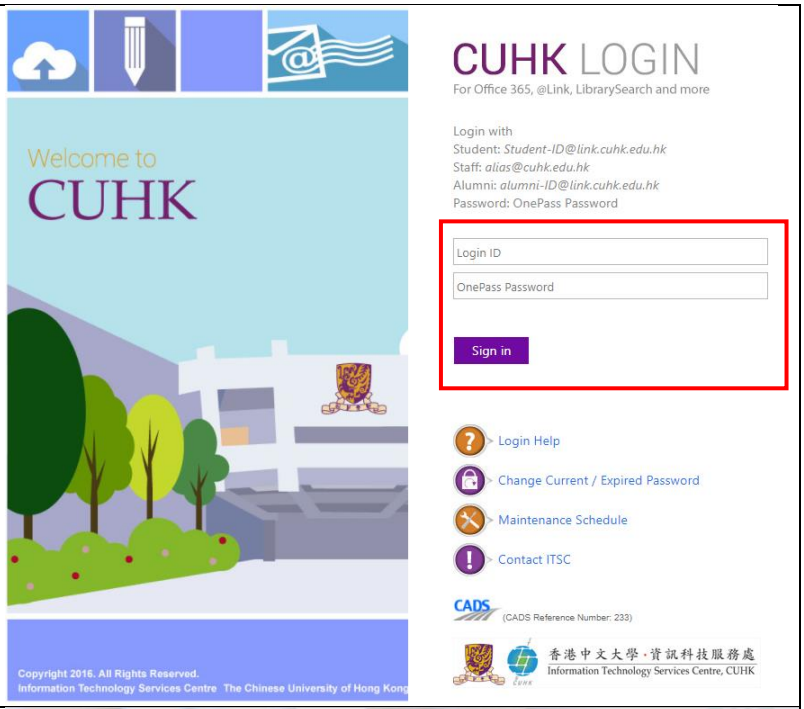
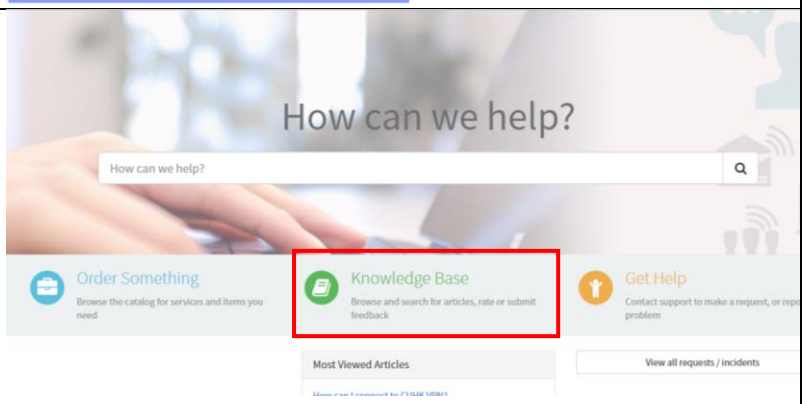


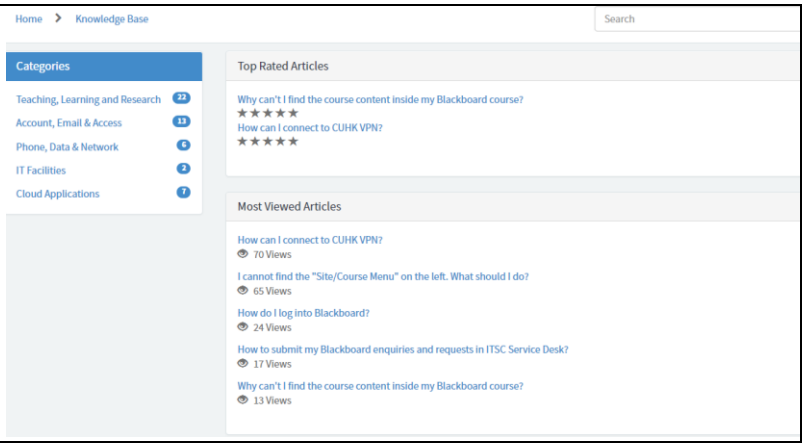
2. In the top menu bar, choose **Requests/ Incidents** > **View all requests/ incidents**.



3. Your request / enquiry appears under **My Incidents**. You may click into the request / enquiry to check ITSC's reply to you.	
4. You can view the whole conversation between you and ITSC staff here. **Note:** Your request / enquiry here will be closed, if we do not receive your response <u>after 2 weeks</u>.)	

C. Read Knowledge Base to Solve Your Question

1. Go to https://servicedesk.itsc.cuhk.edu.hk and log in.	
2. Click **Knowledge Base** in the middle.	

3. You may browse all the frequently asked questions here by categories or hit rate.	

Prepared by: User Support Services, Information Technology Services Centre

Last Update: 27 Mar 2018

Copyright © 2018. All Rights Reserved. Information Technology Services Centre,

The Chinese University of Hong Kong