

## Quick Guide to Use ITSC Online Service Desk

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

### Contents

<b>A. Submit an Enquiry/ Request to ITSC Online Service Desk</b> .....	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>B. Trace ITSC Replies to Your Enquiry/ Request</b> .....	6
<b>C. Read Knowledge Base to Solve Your Question</b> .....	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”.

**CUHK LOGIN**  
For Office 365, @Link, LibrarySearch and more

Login with  
Student: *Student-ID@link.cuhk.edu.hk*  
Staff: *alias@cuhk.edu.hk*  
Alumni: *alumni-ID@link.cuhk.edu.hk*  
Password: *OnePass Password*

**Method 1: Sign in to submit**

Login ID  
OnePass Password  
Sign in

Login Help  
Change Current / Expired Password  
Maintenance Schedule  
**Contact ITSC**

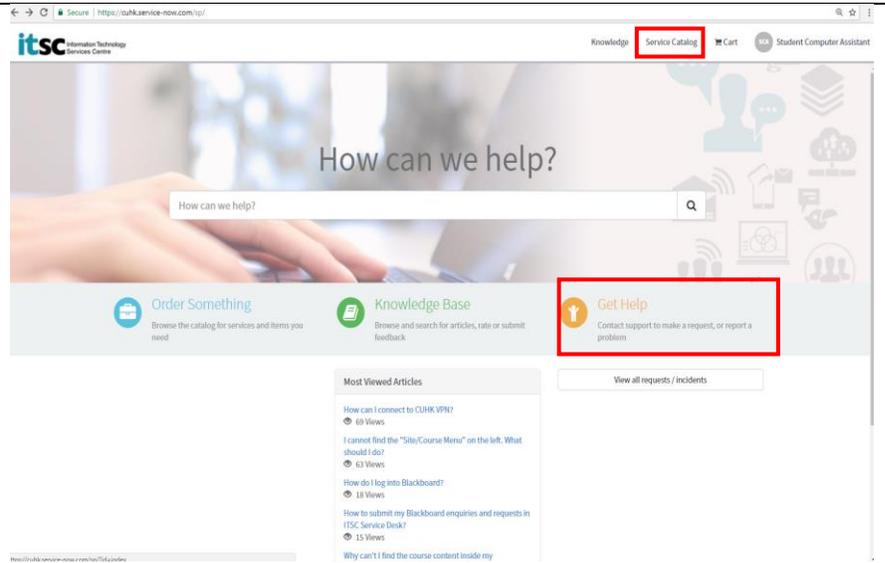
**Method 2: Submit without login**

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Information Technology Services Centre, CUHK

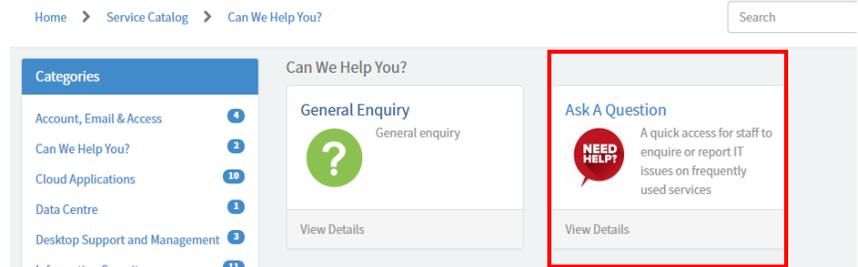
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**Ai. Method 1: Submit an Enquiry/ Request through CUHK Login (Recommended)**

1. Please log in and either click
  - **Get Help** in the middle;
  - OR
  - **Service Catalog** on the top menu bar.

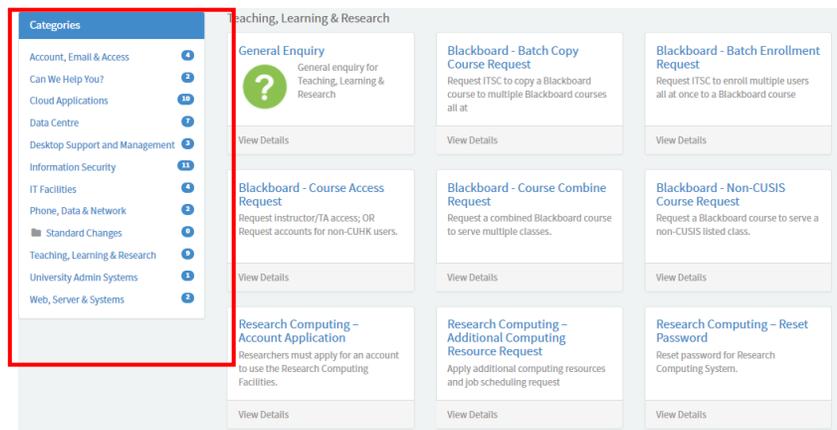


2. Either
  - a. click **Ask a Question**;
  - OR
  - b. choose the related service categories displayed on the left.



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 notification sent from ITSC Service Desk <[cuhk@service-now.com](mailto:cuhk@service-now.com)> to your CUHK mailbox.



### Ask A Question

A quick access for staff to enquire or report IT issues on frequently used services

Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress.

\* Category

-- None --

\* Please describe your enquiry below

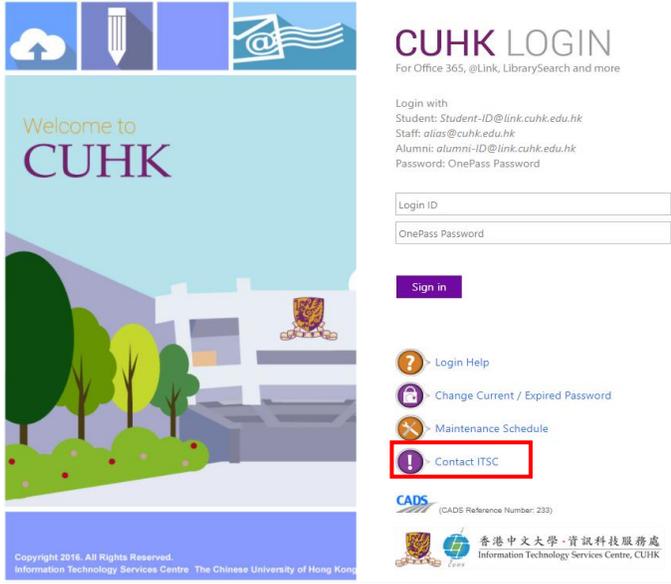
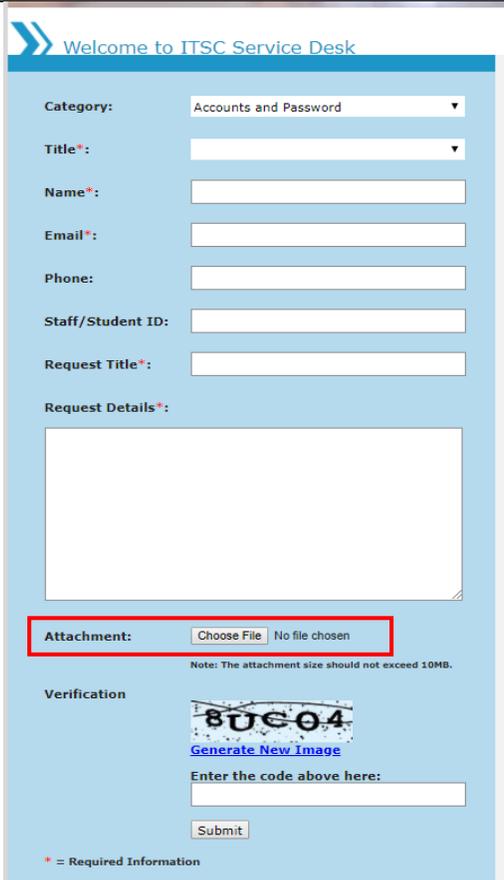
The more information you can provide here, the easier time the support organization will have in diagnosing and resolving your incident.

Submit

Add attachments

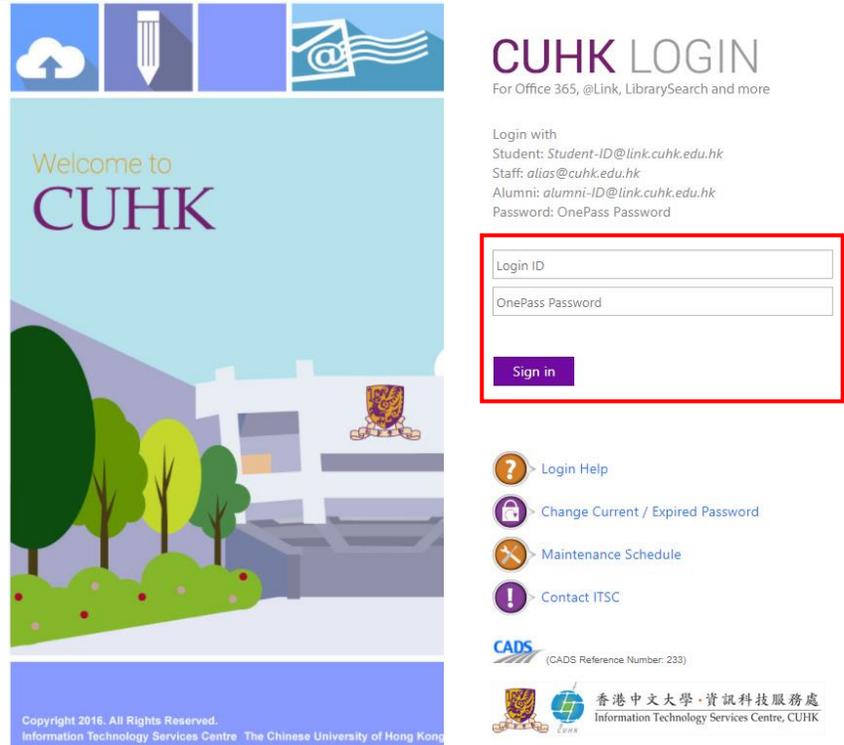
Required information category Please describe your enquiry below

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

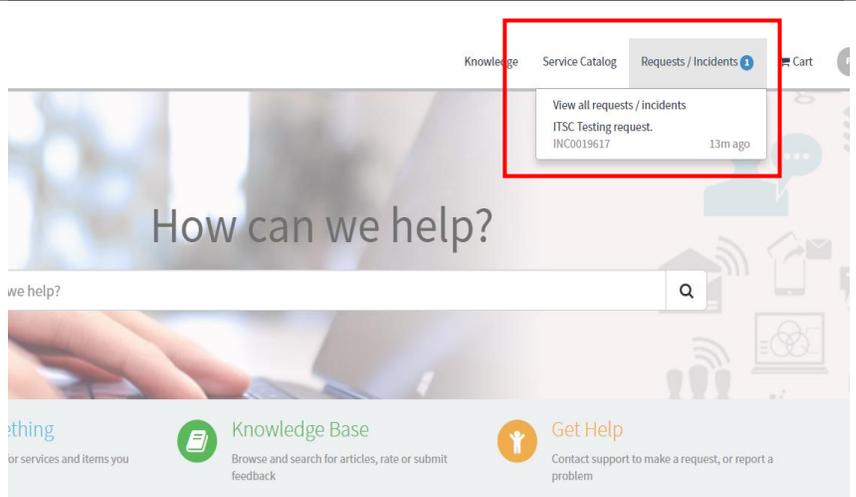
<p>1. Click <b>Contact ITSC</b> at the CUHK Login page.</p>	 <p>The screenshot shows the CUHK LOGIN page. At the top, there are navigation icons for Home, ITSC, and Email. Below is a 'Welcome to CUHK' banner with a campus illustration. On the right, there are login options for Office 365, @Link, LibrarySearch, and more. Login fields for Login ID and OnePass Password are present, along with a 'Sign in' button. A list of links includes Login Help, Change Current / Expired Password, Maintenance Schedule, and <b>Contact ITSC</b> (highlighted with a red box). At the bottom, there is a CADS logo and the university's name in Chinese and English.</p>
<p>2. Complete the online form as instructed</p> <p><b>Notes</b></p> <ol style="list-style-type: none"> <li>If you hit errors while using ITSC services, please attach any screens captured or error message to facilitate our follow up</li> <li>If you hit a login problem, please attach a <b>scanned copy of your CU Link Card</b> to collect a new password.</li> </ol>	 <p>The screenshot shows the 'Welcome to ITSC Service Desk' form. It includes a 'Category' dropdown menu set to 'Accounts and Password'. Fields for Title, Name, Email, Phone, Staff/Student ID, and Request Title are provided. A 'Request Details' section has a large text area. The 'Attachment' field is highlighted with a red box and contains 'Choose File' and 'No file chosen' buttons. A note below states 'The attachment size should not exceed 10MB.' There is a 'Verification' section with a CAPTCHA image (8UC04) and a 'Generate New Image' link. Below the CAPTCHA is a field to 'Enter the code above here:' and a 'Submit' button. A footer note indicates '* = Required Information'.</p>

**B. Trace ITSC Replies to Your Enquiry/ Request**

- Go to <https://servicedesk.itsc.cuhk.edu.hk> and log in.

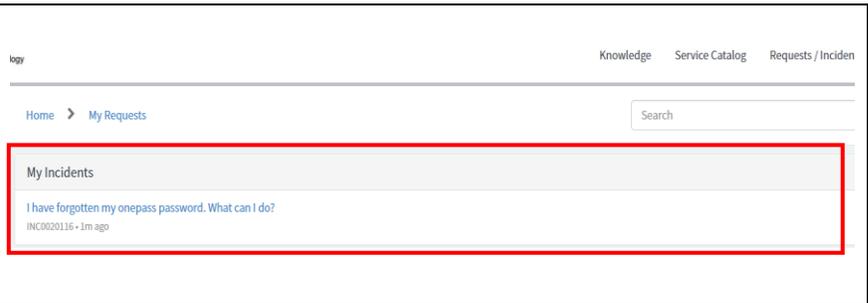


- In the top menu bar, choose **Requests/ Incidents > View all requests/ incidents**.



3. Your request / enquiry appears under **My Incidents**.

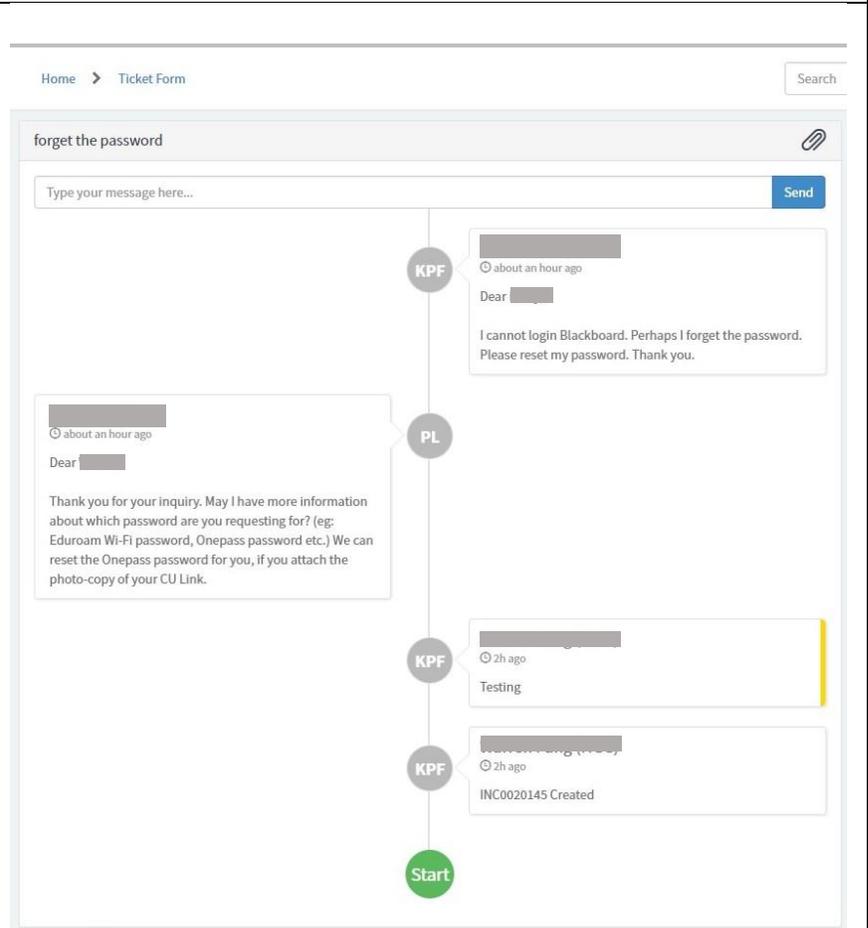
You may click into the request / enquiry to check ITSC's reply to you.



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 after 2 weeks.)



C. Read Knowledge Base to Solve Your Question

- Go to <https://servicedesk.itsc.cuhk.edu.hk> and log in.

**CUHK LOGIN**  
For Office 365, @Link, LibrarySearch and more

Login with  
Student: *Student-ID@link.cuhk.edu.hk*  
Staff: *alias@cuhk.edu.hk*  
Alumni: *alumni-ID@link.cuhk.edu.hk*  
Password: OnePass Password

Login ID  
OnePass Password

Sign in

- Login Help
- Change Current / Expired Password
- Maintenance Schedule
- Contact ITSC

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- Click **Knowledge Base** in the middle.

How can we help?

How can we help?

- Order Something  
Browse the catalog for services and items you need
- Knowledge Base**  
Browse and search for articles, rate or submit feedback
- Get Help  
Contact support to make a request, or report problem

Most Viewed Articles

View all requests / incidents

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

The screenshot shows the ITS Knowledge Base interface. At the top, there is a navigation bar with 'Home' and 'Knowledge Base' links, and a search box. Below the navigation bar, there is a 'Categories' sidebar on the left with the following items and counts: Teaching, Learning and Research (27), Account, Email & Access (11), Phone, Data & Network (5), IT Facilities (2), and Cloud Applications (7). The main content area is divided into two sections: 'Top Rated Articles' and 'Most Viewed Articles'. The 'Top Rated Articles' section lists two articles, both with a 5-star rating: 'Why can't I find the course content inside my Blackboard course?' and 'How can I connect to CUHK VPN?'. The 'Most Viewed Articles' section lists five articles with their respective view counts: 'How can I connect to CUHK VPN?' (70 Views), 'I cannot find the "Site/Course Menu" on the left. What should I do?' (65 Views), 'How do I log into Blackboard?' (24 Views), 'How to submit my Blackboard enquiries and requests in ITSC Service Desk?' (17 Views), and 'Why can't I find the course content inside my Blackboard course?' (13 Views).

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