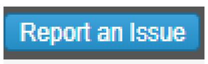
How to create an Incident using the Self-Service Portal

Reporting an Issue

1.Click **Report an Issue** from the toolbar. The system opens a blank template.



2.Enter information into the fields.

* Required fields must be filled

3.Click **Save Incident**.

4.Track the item from your **My Items** list

Reporting an Issue Using a Template

1.Click a template on the list. The system displays the **My Items** workspace.

2.Modify the information in the fields as needed.

3.Click **Save Incident**.

4.Optional: Under the **Possible solution** heading on the right, click a title to view additional information.

5.Click **Return to My Items List** to see a list of **My Items**.

Self Service Quick Reference

Print this topic and keep it handy.

About the Self-Service Portal

The Self-Service Portal appears when you first log in. Self-help information is available from the following panels:

Search	Search for FAQs, announcements, and knowledge articles using keywords of the titles.
Announcements	Shows system messages for alerts such as downtime notices, service for maintenance or upgrades, potential virus threats, or other bulletin type messages that an organization needs to communicate to its employees.
My Open Items	Shows a list of items created by you that are open. Click an item to see its details.
My Closed Items	Shows a list of items created by you that are closed. Click an item to see its details.
Report an Issue using Template	Allows you to report an issue from a list of preconfigured templates. These templates automatically fill in certain fields and make reporting a little faster.
Top 5 Questions	Shows the top 5 most commonly-asked questions.