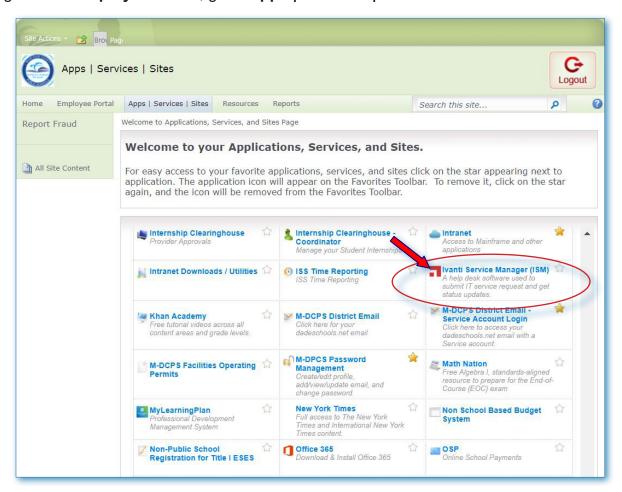# Ivanti Service Manager (ISM) For Self Service User

Introduction

The HEAT Self-Service system has been replaced with **Ivanti Service Manager (ISM)** system. **Ivanti Service Manager (ISM)** application is a help desk software used to submit Information Technology (IT) service requests, report issues with applications and equipment and get status updates. It is located in the **Employee Portal, Apps | Services | Sites** page.

This user guide contains steps to access the **Ivanti Service Manager (ISM)** system, creating a new incident and checking the status of existing incidents. It has been designed for the **Self Service User**.

Getting Started

Log into the **Employee Portal**, go to **Apps | Services | Site.**

▼   **Click   Ivanti Service Manager (ISM)**

The **Service Catalog** page for the Self Service User will be displayed.

Create a New Incident

On the **Service Catalog** page, you will see different categories. Below each category a description indicating the type of **Incident** that particular category generates.

To create an incident, select a category. *[For this example we will use **All Site Base Requests** to report a printer problem.]*
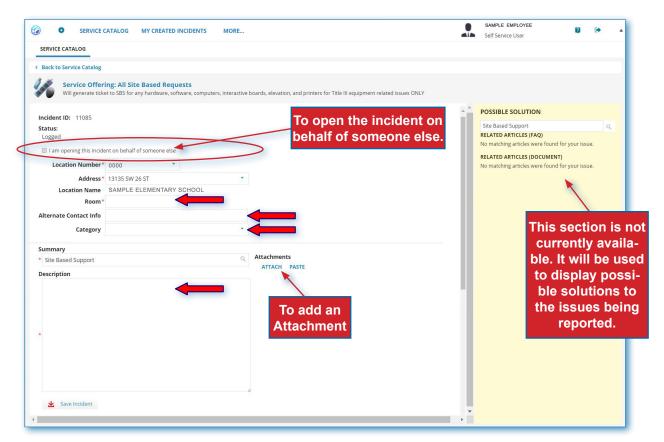

▼   Click   All Site Based Requests

The New Incident page will be displayed.

Create a New Incident

An Incident ID number will be generated. The status will be set to Logged. Your location number, address and location name will be automatically populated. If you are creating the incident on behalf of someone else, make sure to check the box by the statement "I am opening this incident on behalf of someone else" to enter the name of the person and select who should receive email updates.

The fields marked with a red asterisk * are required and must be completed to be able to save the incident.

Enter Room number, Alternate Contact Info (if necessary), Category, Summary and Description.

▼ **Type**   room number (required)
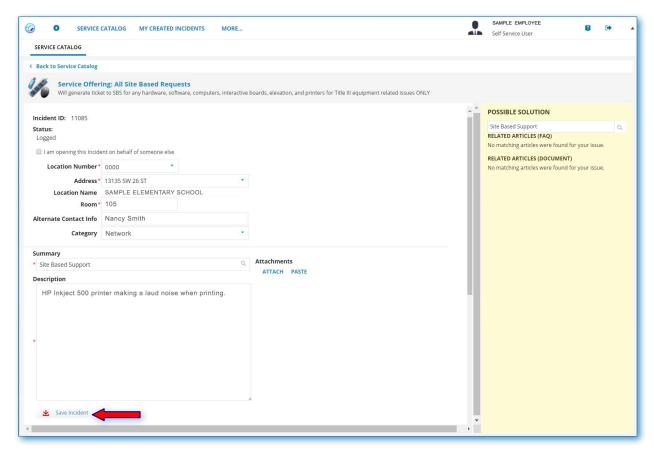▼ **Type**   name of alternate contact person
▼ **Click**   on the **Category** drop-down menu
▼ **Select**   appropriate category
▼ **Type**   a description of the issue or service you are requesting

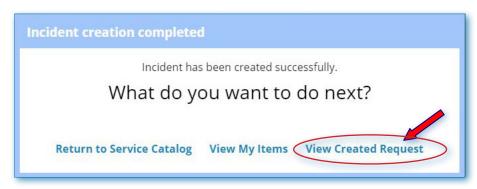When finished entering all the information.

Create a New Incident

▼   **Click**   **Save Incident**

The message **Incident has been created successfully. What do you want to do next?** will be displayed. In addition, you will be notified via email about the Incident you created.
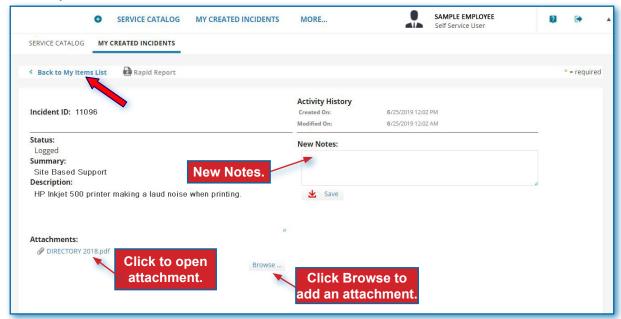
To view the new created incident,

▼   **Click**   **View Created Request**

The created **Incident** will open.

My Created Incidents

Review the new incident. Use the **New Notes:** text box to enter additional information if necessary.
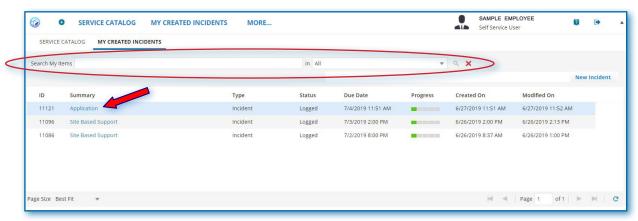

▼ **Click** **Back to My Items List** to go to **My Created Incidents page** (list of incidents)

The **My Created Incidents** page will be displayed.

Use **My Created Incidents** page to track your incidents. You may access **My Created Incidents** from any of the pages within the application; except when you are creating an Incident.

The **My Created Incidents** page shows a list of your open items. You can search for a specific incident by typing the incident ID in the **Search My Items** field. Also, filter the list to only see the incidents you want to see.
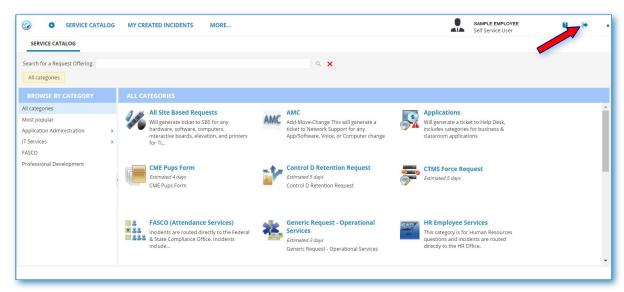
To open one of the incidents,

▼ **Click** the incident link under the **Summary** column

The **Incident** will open. *[See sample screen on this page.]*

Log Out and Exit the Portal

It is important to close the application and exit the Portal to prevent access to your Portal by others.

To log out from the application,

▼ **Click** **Logout** in the upper right corner of the page

The message **Are you sure you want to log out now?** will be displayed.

▼ **Click** **Yes**

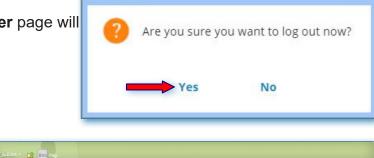The **Dade Schools Service Manager** page will be displayed.

Close the browser tab.
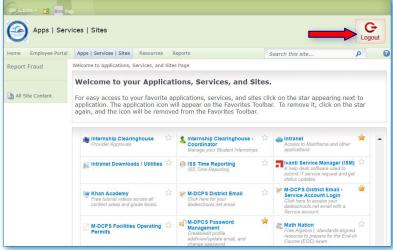
Logout from the **Employee Portal.**

▼ **Click** **Logout**

The message **You have successfully logged out off the system.** will be displayed.
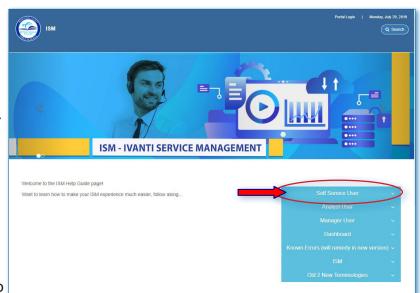
Close the browser.

For Assistance

SELF SERVICE USER HELP

For additional assistance or questions regarding the use of the *Ivanti Service Manager (ISM)* application, go to the <u>Ivanti Service Manager Help Guide</u> page, located inside the application under the **Self Service User Help**. [*The Help* 📘 *icon is available from any Ivanti screen, at the top-right side of the screen.*]

▼ **Click Self Service User** link to watch the video

VIDEO GALLERY

The *Self Service User videos* are also available in our **Video Gallery,** in the **Dadeschools TV** page. The **Video Gallery** link is under the **Highlights** column in the **dadeschools.net** main page.

On the search field,

▼ **Type Ivanti**
▼ **Click Search**

The available videos will show at the bottom of the page.

▼ **Click Ivanti Service Manager**
▼ **Click Play**

> **NOTE: Use Google Chrome browser to view the Video Gallery and videos.**

TECHNICAL PROBLEMS

For technical problem, please create a ticket using the **All Site Base Requests** category in the **Ivanti Service Manager (ISM)** application.