Ayrshire College

Self-Service Portal

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Accessing and using the Self-Service Portal

Logging into the Self-Service Portal

To Access the Self-Service Portal, you will need to navigate to
https://servicedesk.ayrshire.ac.uk/ and log in with your college username and
password.
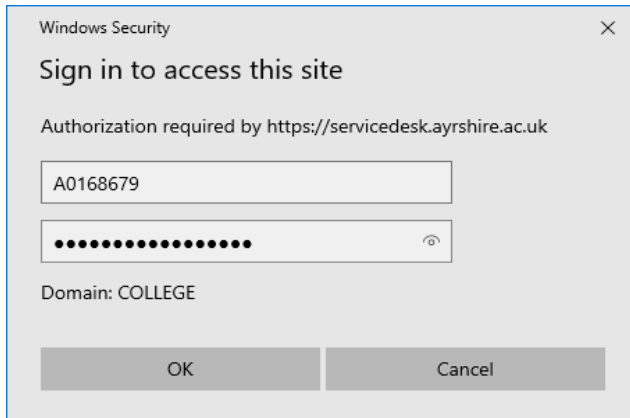
Overview of dashboard

You will now see the Self-Service Portal Dashboard.

Any Outages or Planned Maintenance will be displayed here. This should allow you to
see if your current issue is related to a system outage or planned maintenance. There
is also a tile on the dashboard to enable you to raise and incident.
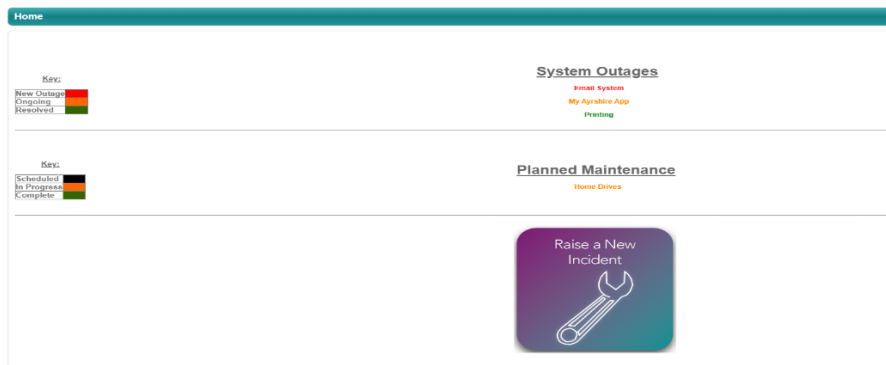
There is a colour coded Key on the side. For "System Outages" or "Planned
Maintenance"

The example, in system outages we have colour coded with the title of the system that
has an outage.

In the example above we have used

- Email as a **New Outage** – which will be under investigation to find out the issue.
- My Ayrshire App is **Ongoing** – the relevant department will be trying to resolve the issue.
- Printing as **Resolved** – the relevant department has resolved the issue and the system is now up and running – resolved will be displayed for the remainder of the business day.

The example in Maintenance, we have colour coded with the title of the system that is either schedule, in progress or complete.

Key:

Scheduled	⬛
In Progress	🟧
Complete	🟩

In the example above we have used home drives as a planned maintenance that is currently in progress.

- **Scheduled** maintenance will be highlighted 4 weeks before the maintenance is carried out.
- **In progress** means the planned maintenance is under way so you will not be able to access the named system – in the example we have used Home Drives.
- **Complete** means the maintenance has been completed – completed will be displayed until the end of the business day.

If a System Outage or Planned Maintenance is displayed here, please DO NOT raise a ticket with the same issue.
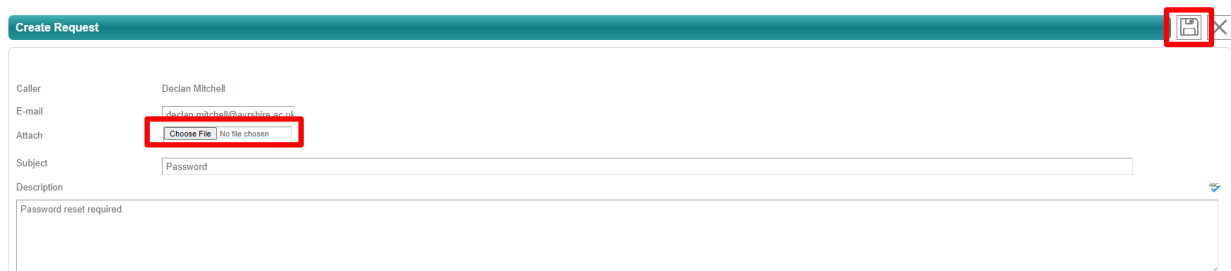
Raising an Incident

If you need to raise an incident, you can raise a new incident/request by selecting the "Raise a New Incident" image.

Completing a new incident ticket

Once you have selected the 'Raise a New Incident' image a request creation page will open, where you can input the details of your incident. Your name and email address will automatically be completed.

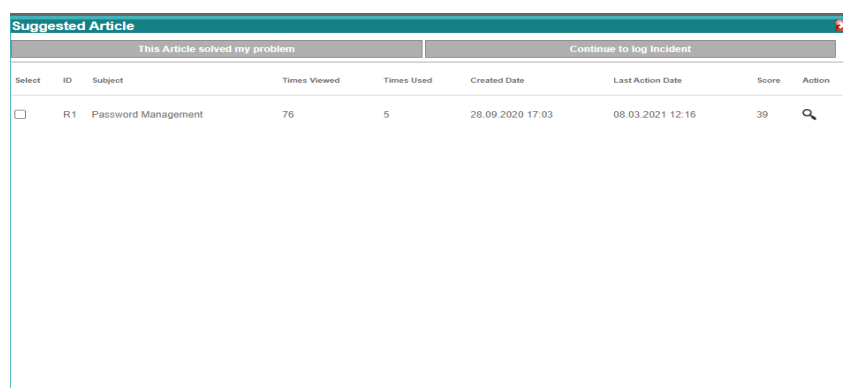You can also attach files/images to your ticket to provide extra information if required.

Once you have input, the details of your incident, key words must be in the subject box, and a fuller description can be included in the description box, Select Save

Once saved, if the information you provide in the subject box corresponds with a fault or request that we have created a guide for you will be prompted with an article section.

These Articles will try to assist you with the problem you are having before having to escalate to the service desk, allowing you to resolve the incident. Double click the article to open.

The example shows that an article for password management was created to assist users. If you select the article it will pop up with a full guide.
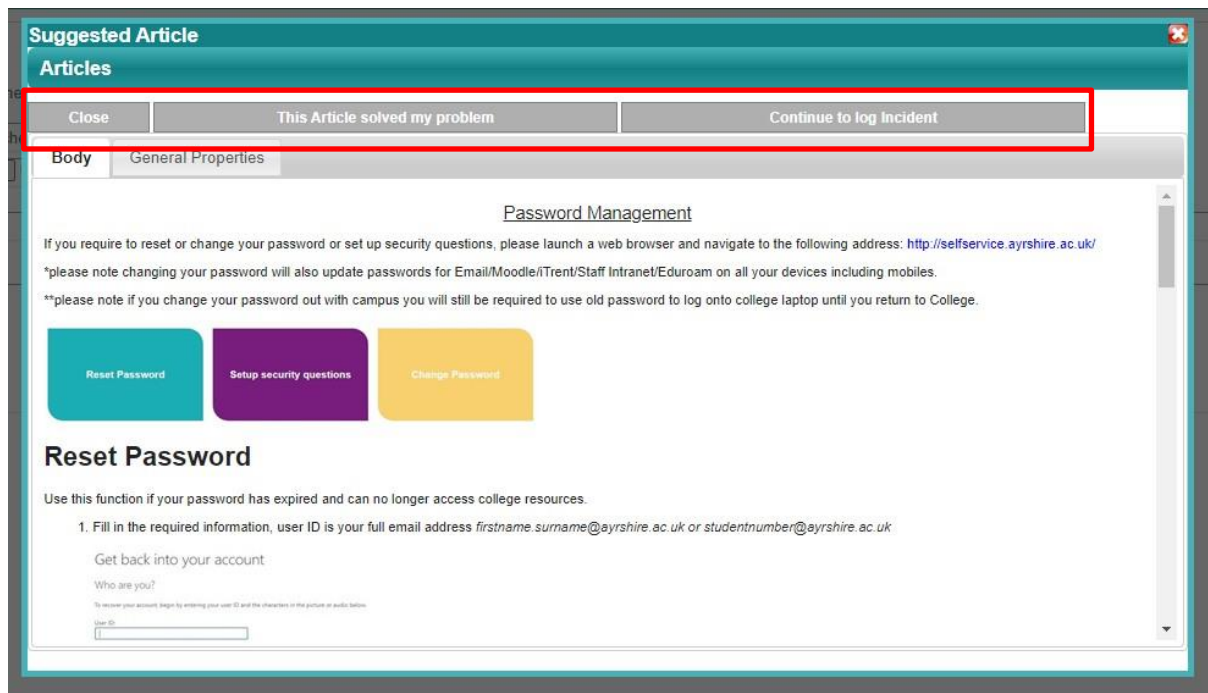

From here you can select whether the article helped you and solved your problem or you can continue to log the incident.

If you select 'This Article Solved my Problem 'you will see that the request automatically closes
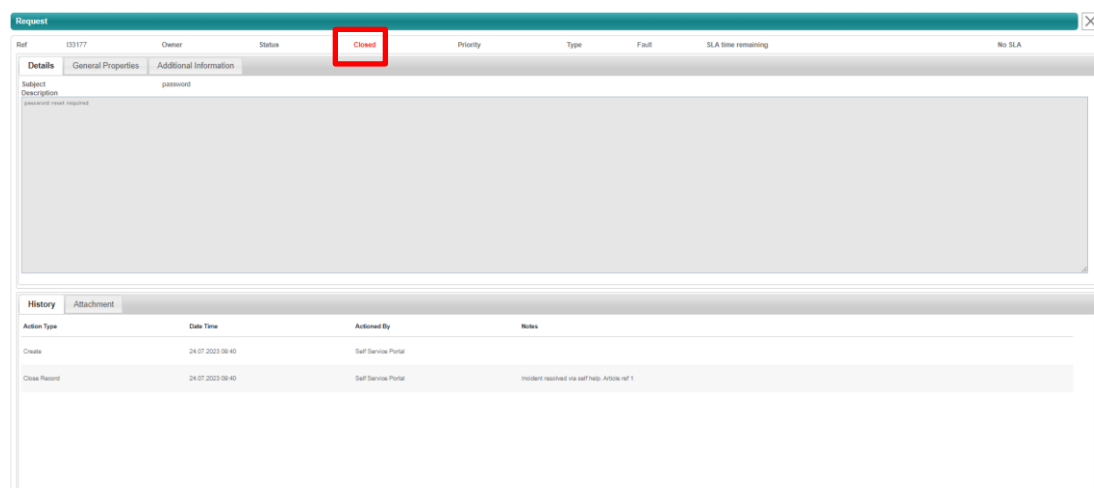
If you select continue to log incident, your incident will be logged, and you will now be on your "My Requests" Dashboard a ticket will be raised with the service desk.

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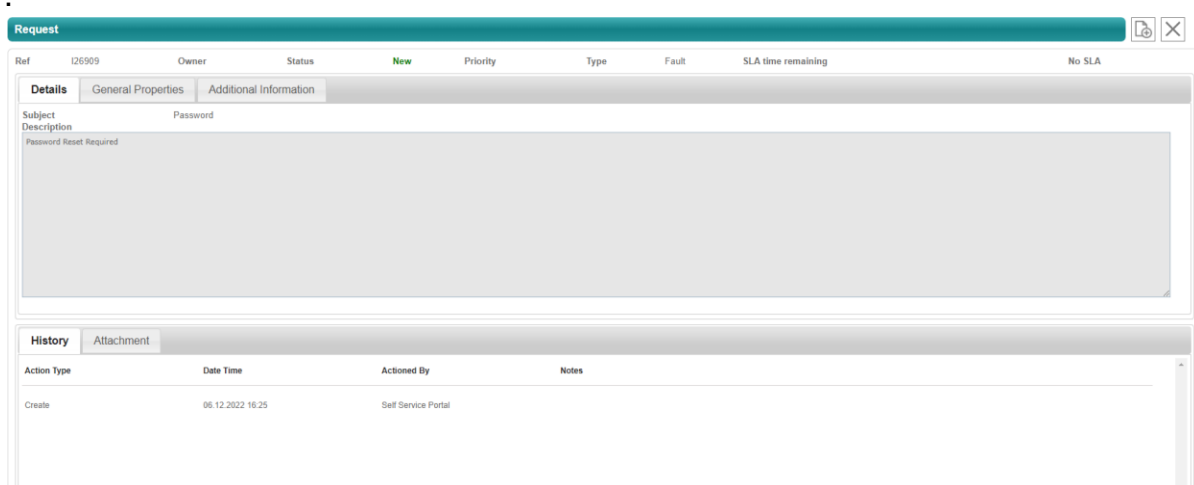
From here you can see the status of your incident, the priority, and which Staff member it has been assigned to.
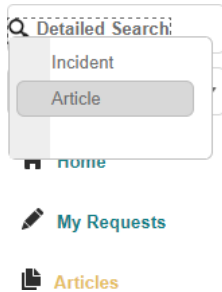

You can also see the history of your incident and any actions that have been taken.

Using Articles within the Self-Service Portal

There are multiple ways to access articles within the self-service portal. This can be done without raising an incident ticket.

You can use the "Detailed Search" option and select "Article".

You will then be taken to the search menu.

The most effective way to search for articles based on what you require is to use the keywords section. Select the box for Keywords and type in a key word and select search.
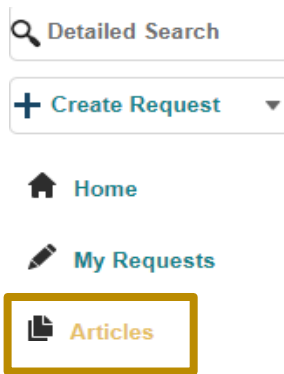

Once you have searched, based on keywords you will now see articles that correspond with what you entered in the keywords box.

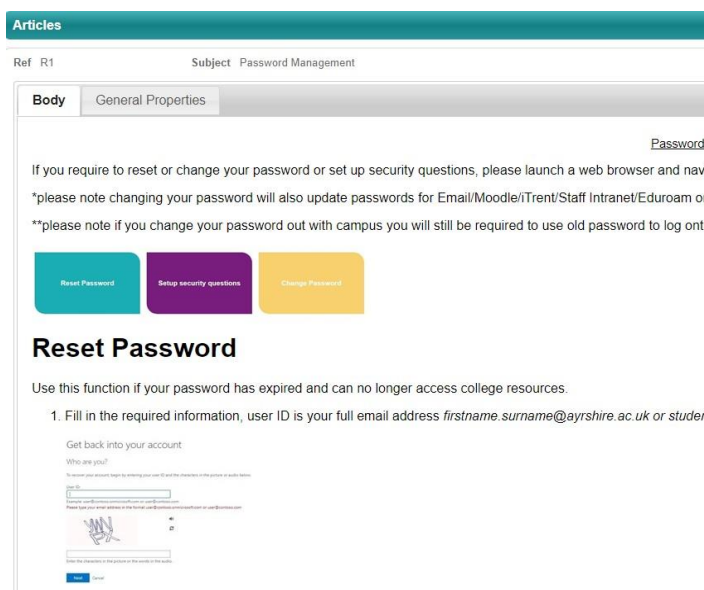| Articles			
ID	Subject	Times Viewed	Times Used
R7	How to use new Ricoh Printers 2022	47	4

The other method of navigating articles is to select the "Article" option from the side menu.

You should now see a list of available articles.

Simply double clicking the article will open it so you can view it.