FIS Support Portal
support.fis.pitt.edu
YOU CAN SUBMIT TICKETS FOR ALL FIS PROVIDED SERVICES THROUGH THE FIS SUPPORT PORTAL. TO SUBMIT A TICKET, CLICK ON THE FIS SUPPORT PORTAL LINK FROM THE FIS WEBSITE AT www.fis.pitt.edu. SUPPORT PORTAL SUBMISSIONS REQUIRE YOU TO COMPLETE THE REQUESTED INFORMATION AND INCLUDE A DESCRIPTION OF THE ISSUE OR SERVICE REQUEST.

USING THE SUPPORT PORTAL IS THE PREFERRED METHOD OF CONTACT. FROM THE PORTAL, YOU CAN TRACK THE STATUS OF YOUR REQUESTS, ASK FOR UPDATES AND CHANGES, AND REQUEST THAT THE INDIVIDUAL WORKING ON THE TICKET CONTACT YOU. TICKETS AND SERVICE REQUESTS ARE RESPONDED TO BASED ON THE ASSIGNED PRIORITY.

NEW FEATURES

THE FIS SUPPORT PORTAL HAS BEEN RECENTLY REDESIGNED TO PROVIDE A MORE STREAMLINED INTERFACE TO MAKE IT EASIER FOR YOU TO REQUEST SERVICES AND REPORT PROBLEMS.

- Our new Service Catalog is available to make it easier for you to request a service by providing a centralized and consistent process for you to request access to standard services such as new account creations, software and hardware requests, quota increases, and much more.
- You can now check to see if loaner equipment is available when you need it and request to reserve it directly from the portal.
- The updated portal now allows you to view information about the computer and hardware assets that are assigned to you.
USING AND NAVIGATING THE PORTAL

FIS Support Portal

1. My Tickets and Requests
   View the status of my tickets, service requests, and equipment reservations.

2. Submit a Ticket
   Report an issue to the Service Desk.

3. Request a Service
   Submit a request for a product or service available in our Service Catalog.

4. Reserve Equipment
   Reserve equipment for Loan or Event.

5. Browse Knowledge Base
   Browse and search for Frequently Asked Questions or articles that may provide helpful information.

6. My Assets
   Report an issue with your computer or other hardware.

7. Latest Updates
   - AR000006
   - Incident, T069745, Loaner Equipment Request

8. Announcements
   Weekly Maintenance: Every Wednesday from 9:00 PM through Thursday at 6:00 AM
   FIS Technical Services strives to provide our customers with the highest level of server and desktop computer uptime possible. It is necessary to perform regular, routine maintenance on our desktop computers. To make those downtimes as convenient as...

9. Popular Articles
   - Creating an FIS Account
   - At-A-Glance Mobile Device Comparison Chart

10. Popular Service Catalog Items
    - Loaner Equipment Request
    - Account Modification
1: MY TICKETS AND REQUESTS

The My Tickets and Requests section allows you to view your current and closed tickets. Use the tabs to switch between viewing tickets, service requests, and equipment reservations. Additionally, you may provide updates to your open tickets, which will automatically notify the analyst that is assigned.

![FIS Support Portal](image)

- Click the tabs to switch between Tickets, Service Requests, and Reservations.
- Quickly view the current status of your ticket.
- Select the link to view detailed information about your ticket. You can also provide updates to your tickets and attach additional files.
- Easily submit a new ticket by clicking Technical Issue.
- You can change the view to show all tickets, open tickets, or closed tickets.
2: SUBMIT A TICKET

The **Submit a Ticket** section is where you report an issue with your computing equipment or a service to FIS Technical Services. When submitting a ticket, you will be prompted to complete a short form to provide details on the problem that you are experiencing.

This is to be used to report a problem that causes an unplanned loss of an existing service, for example:

- Software malfunctions or errors
- Computer or applications not working properly
- Printing issues
- Hardware malfunction (mouse, keyboard, monitor, etc)
- Loss of network connectivity

### Prioritization Quick Reference

**URGENCY** is used to indicate the necessary speed for resolving an incident.

- **LOW**
  - Issue that does not affect productivity in a significant way.
  - Issue that is not time sensitive.

- **NORMAL**
  - Productivity continues, but in a significantly impaired fashion.
  - Issue that affects productivity, but a workaround is available.
  - Issue that is time sensitive, but not causing a major outage.

- **HIGH**
  - Issue that has halted immediate business or customer productivity.
  - Issue that is time sensitive and causing a major business, system, or service outage.
  - Significant customer impact that threatens regulatory compliance, cash flow, safety, or security.

**IMPACT** is used to indicate the number of people affected by the incident. It assists in determining the potential impact that an unresolved issue or request has on the ability of the business to effectively carry on its activities or deliver its services.

- **SINGLE PERSON** means that only one customer is affected by the request or issue.

- **MULTIPLE PEOPLE** means that two or more customers are affected by the request or issue.

- **ENTIRE DEPARTMENT** means that every customer in the department or area is affected by the request or issue.
3: REQUEST A SERVICE

The Request a Service section allows you to access our Service Catalog which provides a centralized and consistent process for you to request our standard services.

When submitting a request for service, you will be prompted to complete a form and provide information regarding your request; this allows FIS Technical Services to gather the necessary information up front so we can complete your request as efficiently and effectively as possible.

Use the Service Catalog when you are requesting a new service for something that you do not already have, for example:

- Network account creation or termination
- New software or hardware
- Access to a new network folder
- Web or application modifications
- General questions or request for information

Having trouble finding an item in the Service Catalog? Please let us know so we can make it easier for you to submit requests.
4: RESERVE EQUIPMENT

You can use the Reserve Equipment section to see if our loaner equipment is available for the dates that you need it. Additionally, you can conveniently request to reserve the equipment right from the FIS Support Portal.

Each piece of equipment that you would like to reserve must be done individually. If you need to request a large amount of loaner equipment, you can alternatively submit a Loaner Equipment Request through the new Service Catalog. An FIS analyst will contact you to confirm your reservation.
5: BROWSE KNOWLEDGE BASE

FIS provides you with many self-help articles for common tasks and questions. We encourage everyone to browse the knowledge base prior to submitting a ticket.

You can search the Knowledge Base to find a solution. Type in a keyword such as “Guidelines”, and click the Search button. When using keywords, try to limit your search to one or two words. After searching you will be provided with a list of relevant Knowledge Base articles.

You can also browse the articles in the knowledge base by expanding the available categories. When you select a category from the list you will be given all of the knowledge base articles that are available within that category.

After you review an article, please take a moment to let us know if you thought it was helpful. We value your feedback and use it to make improvements. Don’t see what you are looking for? Please let us know!
6: MY ASSETS

The My Assets section allows you to view information about all FIS supported equipment that is assigned to you. This includes equipment such as your computer and mobile devices.

![Assets Table]

Select the link to open and view more information about your equipment.

7: LATEST UPDATES

The Latest Updates section includes recent updates from the analyst working on your tickets. Additionally, if there is an action that we need you to take on your open ticket, the update will be listed in this section.

![Latest Updates]

8: ANNOUNCEMENTS

The Announcements feature allows FIS Technical Services to notify you of events, scheduled maintenance, and outages. We are able to provide you with real-time updates of when services become unavailable and are resolved. Additionally, we post informational announcements to let you know about items such as new software features or known phishing and spam emails. Check the announcements section prior to submitting a ticket to see if there are any outages and if a solution or workaround is available.