



FIS Support Portal

support.fis.pitt.edu

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OVERVIEW

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

Accounting Tools | Home | Profile

All ▾ Text to search for...

Tools

- 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.

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 these downtimes as convenient a...

1/1/0001 [More](#)

Popular Articles

[Creating an FIS Account](#)

[At-A-Glance Mobile Device Comparison Chart](#)

[More](#)

Popular Service Catalog Items

[Loaner Equipment Request](#)

[Account Modification](#)

[More](#)

7 Latest Updates

AR000006 Due Date Incident; T069746; Loaner Equipment Request

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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.

The screenshot shows the FIS Support Portal interface. At the top left is the FIS Technical Services logo. The main heading is 'FIS Support Portal'. A search bar contains 'All' and 'Text to search for...'. Below the heading is the 'My Tickets and Requests' section with three tabs: 'Tickets', 'Service Requests', and 'Equipment Reservations'. A table lists tickets with columns for 'Ticket', 'Summary', 'Status', and 'Modified'. A 'View: All Tickets' dropdown menu is open, showing options for 'All Tickets', 'Open Tickets', and 'Closed Tickets'. A 'Technical Issue' button is located at the bottom left. Red callout boxes provide instructions: 'Click the tabs to switch between Tickets, Service Requests, and Reservations.' points to the tabs; 'Quickly view the current status of your ticket.' points to the 'Status' column; 'You can change the view to show all tickets, open tickets, or closed tickets.' points to the view dropdown; 'Select the link to view detailed information about your ticket. You can also provide updates to your tickets and attach additional files.' points to the ticket ID 'T069742'; and 'Easily submit a new ticket by clicking Technical Issue.' points to the 'Technical Issue' button.

FIS Support Portal

Home | Profile

All ▾ Text to search for... 🔍

My Tickets and Requests

Click the tabs to switch between Tickets, Service Requests, and Reservations.

Tickets | Service Requests | Equipment Reservations

Ticket ▾	Summary	Status	Modified
T069746	Loaner Equipment Request for Our Awesome Customer	In Progress	6/29/2015
T069745	New Reservation for Verizon Wireless MiFi 3	Assigned	6/29/2015
T069743	New Reservation for iPad 3 FIST-3	Unassigned	6/29/2015 2:01:25 PM
T069742		Closed	6/26/2015 2:57:58 PM

View: All Tickets ▾

- All Tickets
- Open Tickets
- Closed Tickets

Technical Issue

Displaying Items 1 - 17 of 17

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

Report a Technical Issue

Please fill in the following fields.

General Information

Summary: *

Description: *

Prioritization

Urgency: *

Impact: *

Additional Information

Issue is relevant to this computer
Select the 'Issue is relevant to this computer' option if the computer you are currently using is where the reported issue exists.

Attachments

Error Message.jpg [Remove](#)

Callout 1: If you are currently using the computer you are experiencing an issue with, check this box. (Points to the 'Issue is relevant to this computer' checkbox)

Callout 2: Attach files, such as screen shots or files you are having a problem with. (Points to the 'Attach Another File...' button)

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

The screenshot shows the FIS Support Portal interface. At the top left is the FIS Technical Services logo. The main heading is "FIS Support Portal". On the right, there are navigation links for "Home" and "Profile". A search bar is located at the top right with a dropdown menu set to "All" and a search icon. Below the search bar is the "Service Catalog" section. On the left, there is a "Categories" sidebar with a list of service categories. A red callout box points to this sidebar with the text: "Browse available items in the Service Catalog by selecting a Category. The items available in each category will be displayed in the pane to the right." The main content area shows a list of service items under "All Categories". A red callout box points to the "Account Creation" item with the text: "Click on a Service Catalog item for more information and to start the request process." Below this is a detailed view of the "Account Creation" form. A red callout box points to the "Submit Request" button with the text: "Click the Submit Request button to start the request process. Complete all fields in the form to ensure your request is processed efficiently." The form includes a "General" section with fields for Status (Active), Name (Account Creation), and Description (Request for an account to be created allowing access to log into the FIS network). There is also a "Details" section at the bottom of the form.

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.

FIS Support Portal
TECHNICAL SERVICES

Reserve Equipment

Search for:

Type: iPad

Reservation Period: 6/30/2015 11:06:30 AM — 7/3/2015 11:06:35 AM

Name ^	Description	Type
iPad 3 FIST-1	This iPad 3 can be configured to sync with your Pitt email address and calenda...	iPad
iPad 3 FIST-2	This iPad 3 can be configured to sync with your Pitt email address and calenda...	iPad
iPad 3 FIST-3	This iPad 3 can be configured to sync with your Pitt email address and calenda...	iPad
iPad Mini FIST-4	This iPad Mini can be configured to sync with your Pitt email address and calen...	iPad

Select the link to view and reserve the equipment.

iPad Mini FIST-4

General

Status: Checked Out

Name: iPad Mini FIST-4

Description: This iPad Mini can be configured to sync with your Pitt email address and calendar. It is best used for web browsing and note taking, but can also be configured for a remote connection to your workstation. The iPad Mini has an 8 inch display.

Categorization

Type: iPad

Click the **Reserve this Equipment** button to start the reservation process.

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.

FIS TECHNICAL SERVICES FIS Support Portal

Home | Profile

All ▾ Guidelines | x 🔍

Knowledge Base

Categories	Article ID	Article Title
01. About FIS	KB000721	Home PC Security CD
▾ Accounts & Passwords	KB000720	Guidelines on Use of Information Technology Resources
Common Forms	KB000718	FIS Support Portal
Network Drives & Files	KB000673	...st (GAL)?
Personal PC Tips	KB000671	Setting Up Parental Controls in Windows
▾ 02. Customer Guide	KB000660	How to Add a Network Location to Windows Explorer
▾ 03. Security	KB000637	Outlook: How to Change Your Password
▾ 04. CSSD Related		
▾ 05. Home Networking		
▾ 06. Hardware Information		
▾ 07. Mo...		
▾ 08. Pri...		
▾ 09. Sh...		
▾ 10. So...		
▾ 11. Mi...		

Article KB000720

Guidelines on Use of Information Technology Resources

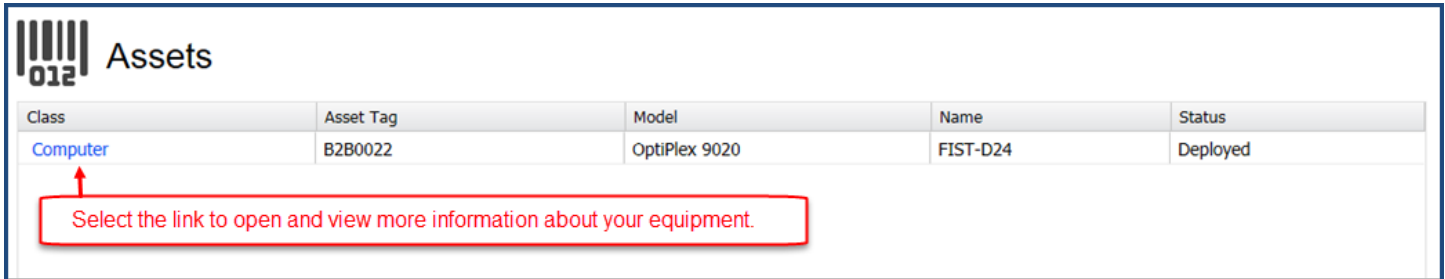
Article ID: KB000720 Modified Date: 1/22/2012 7:22:04 PM

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!

☆☆☆☆☆ (0 votes) Was this article helpful?

6: MY ASSETS

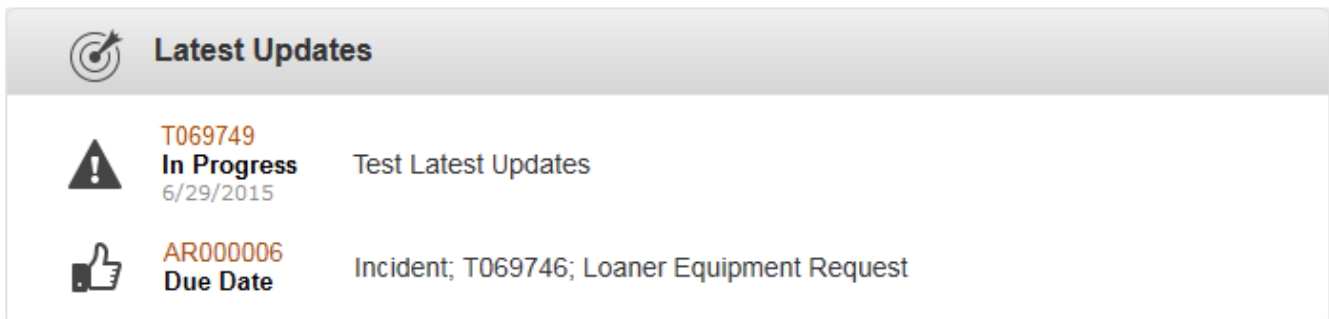
The **My Assets** section allows you to view information about all FIS supported equipment that is assigned to you. This includes equipment such as your computer and mobile devices.





Class	Asset Tag	Model	Name	Status
Computer	B2B0022	OptiPlex 9020	FIST-D24	Deployed

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

-  **T069749**
In Progress 6/29/2015 Test Latest Updates
-  **AR000006**
Due Date Incident; T069746; Loaner Equipment Request

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.