

GETTING STARTED WITH IT ONLINE SUPPORT

The new IT Online Support service enables you to log IT problems and make IT requests from any PC with internet access without having to contact the IT Support Desk. You also have easy access to service information as well as links to further help and support. This guide shows you how...

How do I access IT Online Support?

From the **Intranet homepage** go to **Online Resources**, click **Full List of Resources**, select **IT Online Support**.

Alternatively go directly to:

<https://www.itsupport.napier.ac.uk/default.htm>

If you are logged in to a University PC and accessing the IT Support Tool via Internet Explorer you will automatically be logged into the IT Online Support.

If you are accessing the IT Online Support off campus or on campus using a browser other than Internet Explorer you will be prompted to log in:

- Enter your Edinburgh Napier University **login ID** and **password** in the fields provided and click Login:

The screenshot shows the login interface for the Edinburgh Napier University IT Support. It includes a 'Please Login Below.' section with 'Username:' and 'Password:' fields, and a 'Login' button. Below this is a 'Welcome to the Edinburgh Napier Customer Support Centre' message and contact information. Callout boxes with arrows point to the 'Username:' field (labeled 'Enter your login ID'), the 'Password:' field (labeled 'Enter your password'), and the 'Login' button (labeled 'Click Login').

Please note: if a Windows login box pops up when accessing off campus enter "napier-mail" before your login ID.

What will I see when I log on?

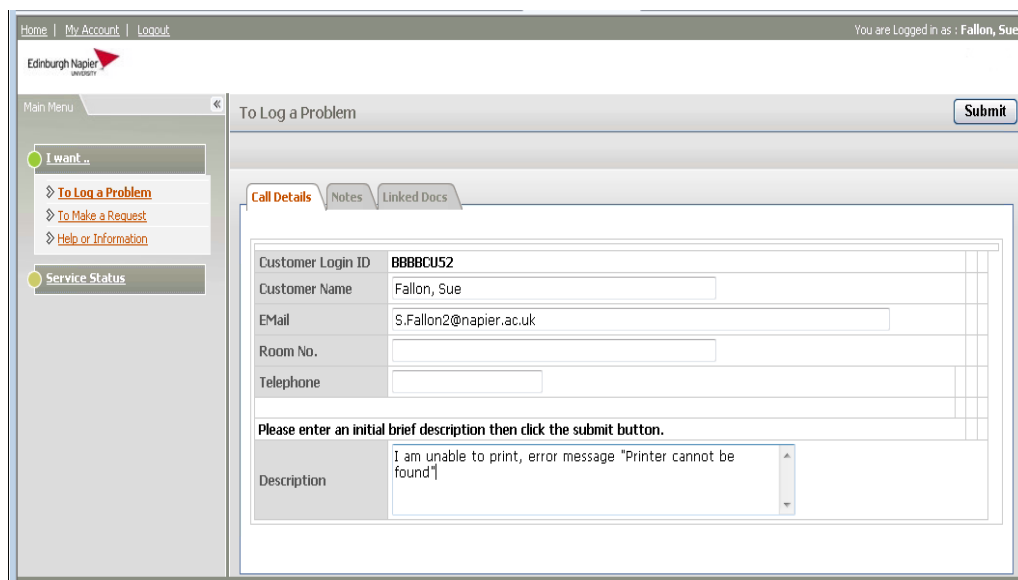
The screenshot shows the 'Home Page' of the IT Online Support system. At the top, there's a navigation bar with 'Home', 'My Account', and 'Logout' links, and a status bar indicating 'You are Logged in as : Fallon, Sue'. The main content area is titled 'Welcome to Information Services IT Online Support' and features the Edinburgh Napier University logo. It includes sections for 'I want...' with links to 'To Log a Problem', 'To Make a Request', and 'Help or Information'; 'Service Status'; 'Contact Us' with telephone and email details; and 'Current Service Hours (Trimester 1 & 2)'. A note at the bottom advises users to check the 'Current Service Status' before logging a call.

I want... Use links in the "I want.." section to log a problem or request. The Help or Information link will take you to the Information Services – IT intranet site.

Service Status The Service Status section lists all current downtime. Check the Service Status before you log a problem in case we are already aware of the issue and are working to get it resolved.

How do I log a problem or make a request?

1. From the “I want..” menu click **To Log a Problem** or **To Make a Request**, the call logging screen will appear. Your customer details will automatically have been entered into the call.
2. Enter a **description** of the problem or request. Remember to be as specific as possible.
3. Click **Submit**.
4. You will see a pop up containing the **call reference number**, please take a note of this as you will need it to check progress of your call.
5. You will return to the call screen, if you wish to add any additional notes or attach a file click on the **Notes** tab or **Linked Docs** tab.



What type of problems and requests can I log?

You can use IT Online Support to log any problem or request. Some examples of what you may use it for are listed below:

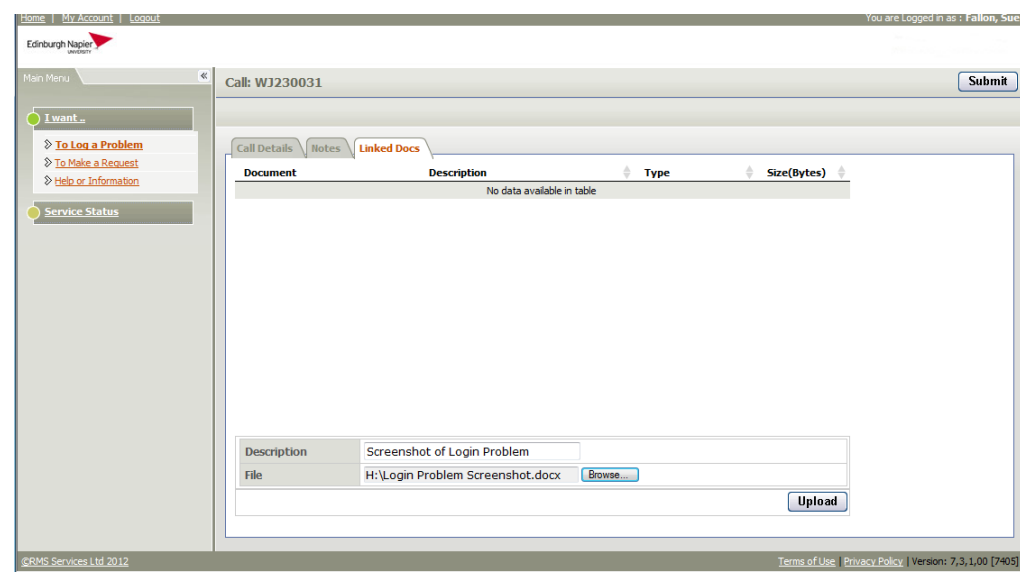
Problems	Requests
Printing problems	Turning Point Handsets
Moodle problems	Access to shared drives
Telecoms problems	Request for new equipment

The IT Support Desk may contact you for further information.

What are linked documents?

Linked documents are files that you can attach to your call to assist Information Services in resolving your problem, e.g. you may wish to attach a screenshot of an error message.

1. After you have logged a call and have returned to the call screen click on the **Linked Docs** tab.
2. Add a **description** for the file.
3. Click on the **Browse** button and navigate to the location of your file.
4. Click **Upload**.
5. Click **Submit**.



How do I check the progress of a call?

Contact the IT Support Desk and quote your call reference number.

What do I do if I have a problem with IT Online Support?

In the first instance contact the IT Support Desk.

How do I contact the IT Support Desk?

Tel: Ext. 3000, (0131) 455 3000

Email: itsupport@napier.ac.uk