



Self service quick reference guide

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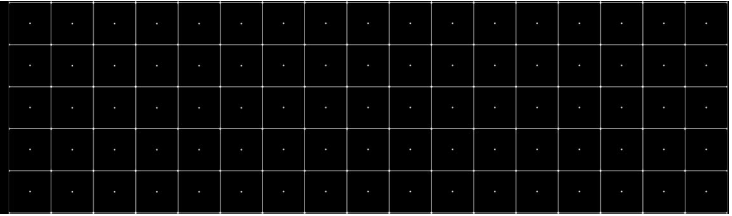


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1 Registering for self service

To access the self-service portal, you must be registered with a login. Please contact support if you are interested in registering your company's users or select individuals to be able to access the self-service portal.

Logins may be integrated with AD and SSO for a smooth user experience.

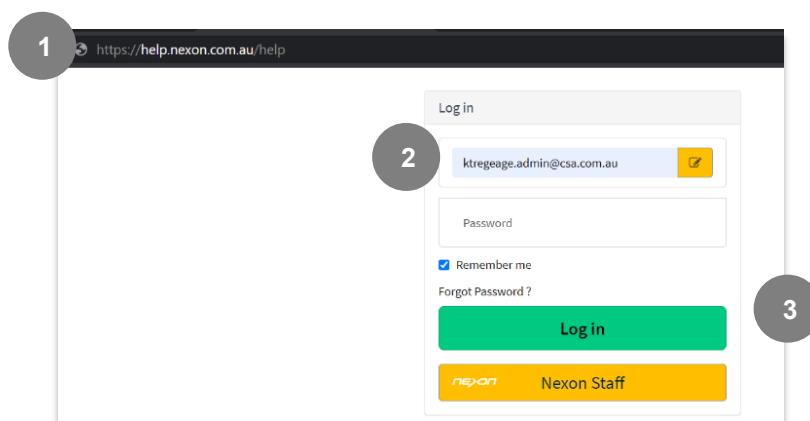
1.1 Accessing self service

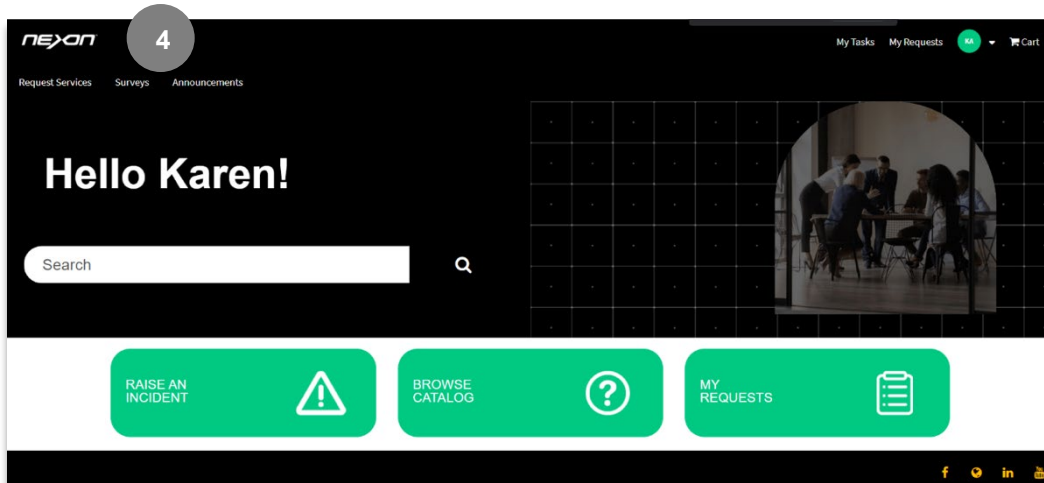
You can browse the self-service website when logged in. You will be able to:

- Submit tickets and requests
- View ticket status
- View any tasks for you to do, such as approval (requires permissions)
- View reports (requires permission)

Accessing the Self Service Portal:

- 1 Open a web browser and navigate to help.nexon.com.au
- 2 Enter your username and password. You will be redirected to Single Sign In if configured for your company.
- 3 Press 'Log in'
- 4 You will be redirected to the self service homepage.





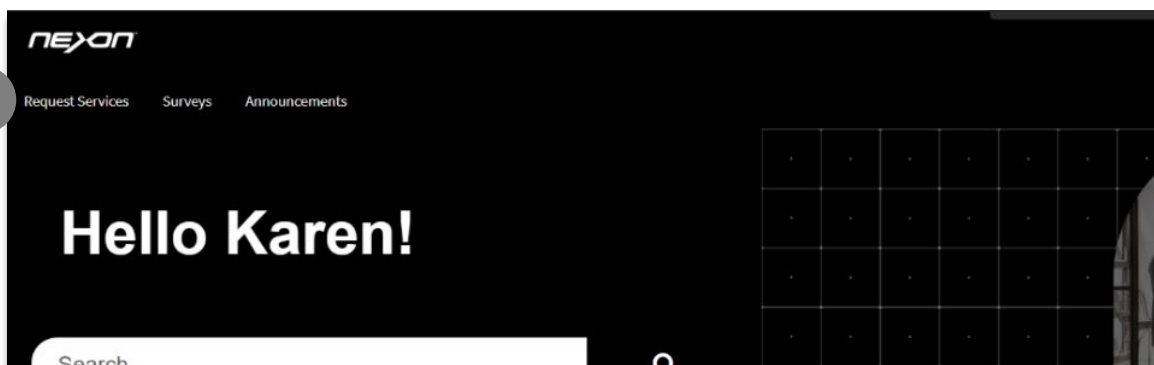
1.2 Find and request support

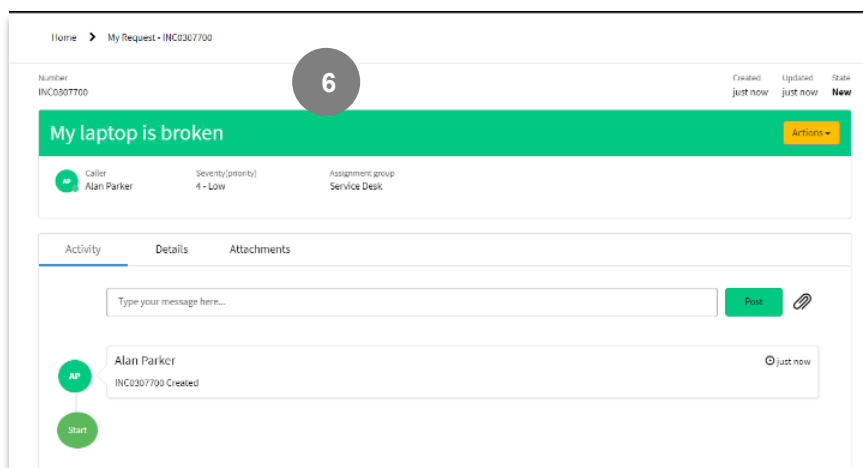
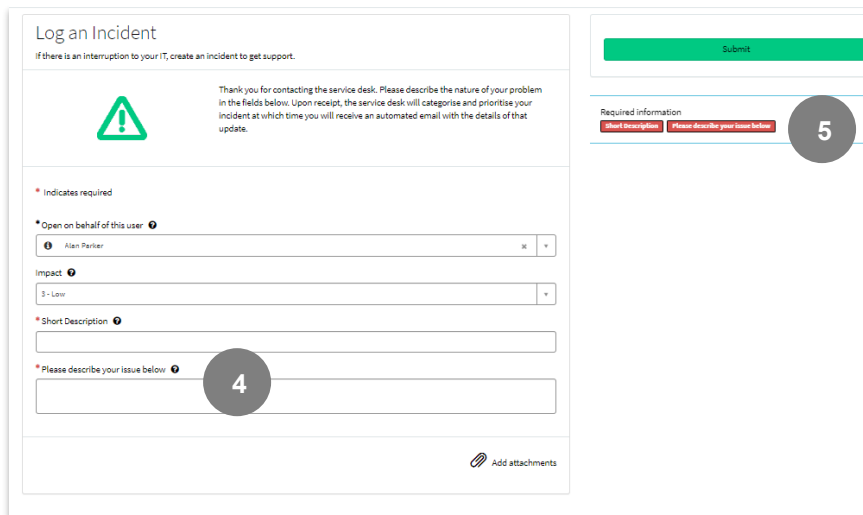
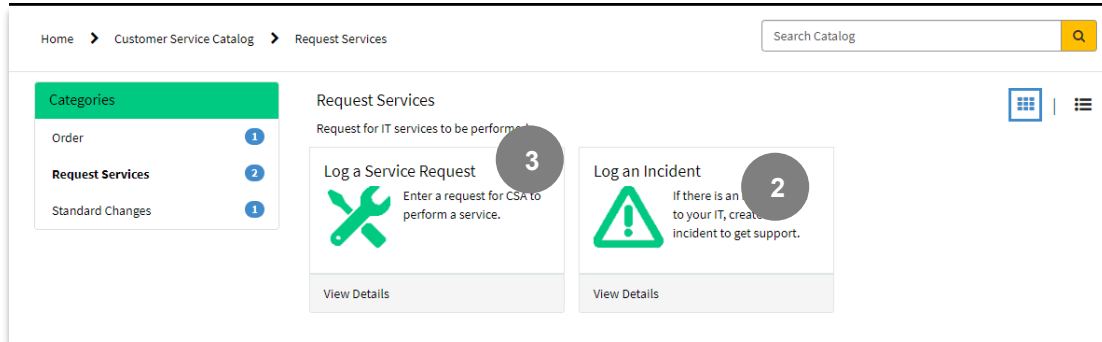
You can:

- Log an incident if something is broken
- Request something else if you require support or a task completed

How to request support:

- 1 Press 'Request Services' in the header or 'Browse Catalog' to view services.
- 2 Press 'Raise an incident' if something is broken, and you need support.
- 3 'Log a Service Request' if something isn't broken but you need help.
- 4 Complete the form filling out all mandatory fields, marked with a *
- 5 Press 'Submit' when completed.
- 6 Confirmation will display on the browser, and you will receive an email.





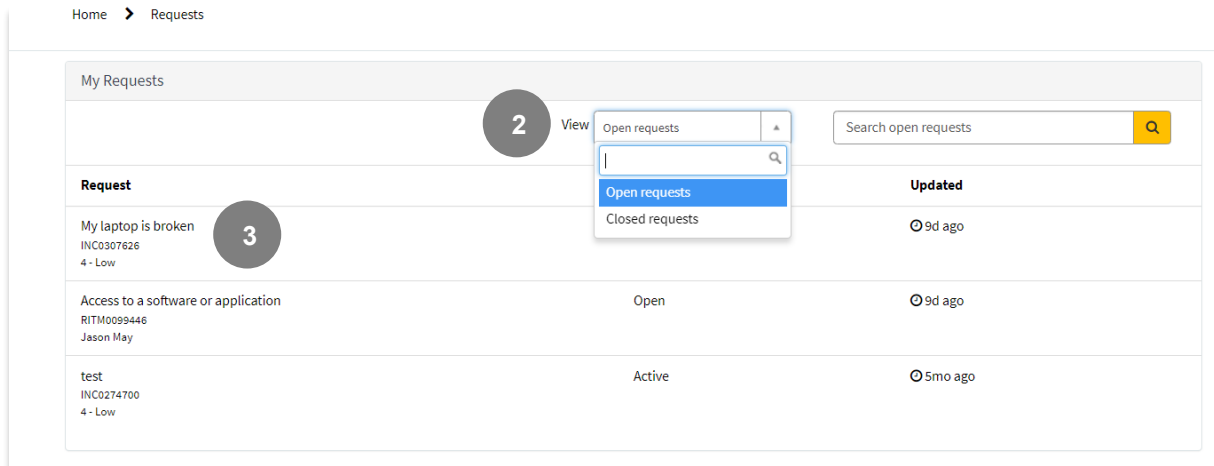
2 Track my requests or incidents

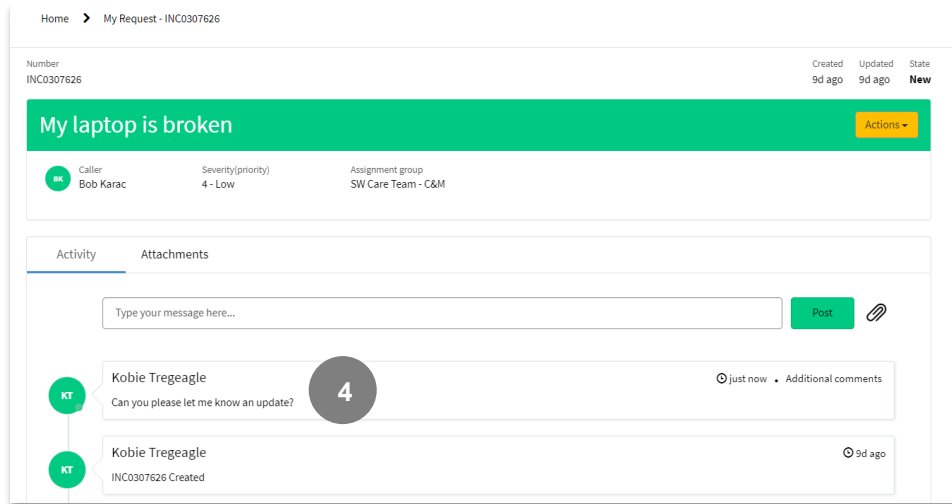
You can track your incidents and requested items:

- See details of what was requested
- Communicate between the team and yourself - anywhere, anytime.

Tracking your requests:

- 1 Press 'My Requests' in the header
- 2 Toggle between viewing currently open tickets or closed historical tickets.
- 3 Click the ticket name to view additional information and/or make updates to the ticket
- 4 Communicate with the team through comments.

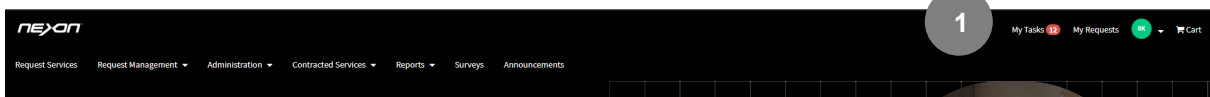




3 Approve or reject a request

Tracking and approving requests:

- 1 Press 'My Tasks' in the header
- 2 Toggle between viewing currently open tasks or closed historical tasks.
- 3 Click the task to view additional information and/or make updates to the ticket
- 4 Here you can approve or reject with comments.



Home > To-dos

My To-dos

Open Completed

Approve Request
RITM0094775 - Clean up ILA static routes
Overdue 349 days

Approve Request
RITM0099363 - asd
Overdue 217 days

Approve Request
RITM0099363 - asd
Overdue 217 days

Approve Request
RITM0099363 - asd
Overdue 217 days

Approve Request
REQ0079360 - New staff equipment for Test User (test.user). Automatically

Approve Request

RITM0099363 - asd
RITM0099363 Overdue 217 days

Details Activity

Opened by
JC Josh Chadwick

Requested items

Catalog items	Price	Quantity	Total
asd	\$0.00	1	

Total price: \$0.00

Reject Approve

4 Roles

There are different types of roles that unlock a user's access to certain portal functions.

Basic self service is available to all people, at no additional cost. Unlocking other functions can require additional ServiceNow licensing that incurs a cost. The functions available to each of these roles are:

Function	Permissioned Roles (requires license at additional cost, speak with Account Manager)				
	Basic Self Service	Approver	Power user	Manage Base Data	Device as a Service (DaaS) Admin
Login	X	X	X	X	X
Log an Incident	X	X	X	X	X
Request a Service	X	X	X	X	X
Complete a Satisfaction survey	X	X	X	X	X
Read announcements	X	X	X	X	X
Track requests/ incidents you opened or opened for you	X	X	X	X	X
Approve or Reject requests		X			
Track your company's requests and incidents.			X		
Review your company's base data This is a customer user that can read and manage some of their own company data, such as: <ul style="list-style-type: none"> • Cost center, • Department, • Location, • Users 				X	

Function	Permissioned Roles (requires license at additional cost, speak with Account Manager)				
	Basic Self Service	Approver	Power user	Manage Base Data	Device as a Service (DaaS) Admin
Review your company's computer asset data Assigned to customer user(s) who administer DaaS processes. <ul style="list-style-type: none"> Request/ RITM: <ul style="list-style-type: none"> Can see your company Requests and Request Items. 					X

5 Track your company requests and incidents

A Power User can view all incidents/problems/requests for their entire company. The Request Management menu is available. This is designed to provide visibility for IT managers and similar.

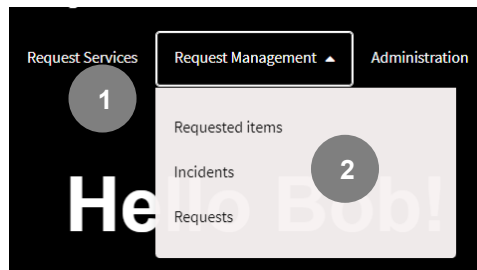
This allows these users to:

- 'Reports' module/ menu for asset type reporting.
- Problem:
 - Read problems
 - Update Customer comments
- Incident:
 - Read Incidents
 - Update comments on Incidents
- Request/ RITM:
 - Read requests and RITMS
 - Update RITM comments
- SLA:
 - Read SLAs

Tracking your company requests:

- 1 Press 'My Requests' in the header
- 2 Toggle between viewing currently open tickets or closed historical tickets.
- 3 Review the list, adjust sorting as needed. Click a row to view a ticket in detail.
- 4 Review additional information and/or make updates to the ticket

Requires permission role which may incur additional costs.



Incidents New Keyword Search

All

Number	Caller	Opened by	State	Short description	Severity(priority)	Updated	Opened	Resolved	Closed	Updated by
INC0307659	slogic INT19		New	INT19 - New user creation workflow failure - RITM0099518	4 - Low	2022-06-22 13:55:39	2022-06-22 13:55:39			system
INC0307638	Bob Karac	Kobie Tregaele	Closed	test	3 - Moderate	2022-06-20 15:10:08	2022-06-20 14:48:47	2022-06-20 15:04:49	2022-06-20 06:25 15:10:08	bkarac@integratedliving.org.au
INC0307635	Bob Karac	Bob Karac	New	test	4 - Low	2022-06-20 14:18:32	2022-06-20 14:14:14			tschneider.admin
INC0307627	Bob Karac	Kobie Tregaele	Closed	broken	3 - Moderate	2022-06-25 14:00:00	2022-06-20 13:28:12	2022-06-20 13:33:32	2022-06-25 06:25 14:00:00	system
INC0307626	Bob Karac	Kobie Tregaele	New	My laptop is broken	4 - Low	2022-06-29 09:24:36	2022-06-20 13:11:13			KTregaele.Admin
INC0307598	slogic INT19		New	INT19 - New user creation workflow failure - RITM0099509	4 - Low	2022-06-14 16:38:35	2022-06-14 16:38:35			system
INC0307541	slogic INT19		New	INT19 - New user creation workflow failure - RITM0099494	4 - Low	2022-06-06 12:08:49	2022-06-06 12:08:49			system
INC0307420	Ronelle Swan	Ronelle Swan	New	Technical Issue/Bug - bfn	4 - Low	2022-05-16 08:57:22	2022-05-16 08:57:22			rswan@integratedliving.org.au

3

INT19 - New user creation workflow failure - RITM0099518

Incident 4

Number: INC0307659

Opened: 2022-06-22 13:55:39

Caller: slogic INT19

Opened by: [User]

Channel: Email

State: New

Impact: 3 - Low

Severity(priority): 4 - Low

Assigned to: [User]

Short description: INT19 - New user creation workflow failure - RITM0099518

Description: New user requires equipment but doesn't exist in ServiceNow. See the INT19 TAM or the Managed Services OS members for more information.

Watch list

Details

There are no variables associated

Closed

Resolved: YYYY-MM-DD HH:mm:ss

Closed: YYYY-MM-DD HH:mm:ss

Activities

Activity

Type your message here...

System
2022-06-22 13:55:39
INC0307659 Created

Start

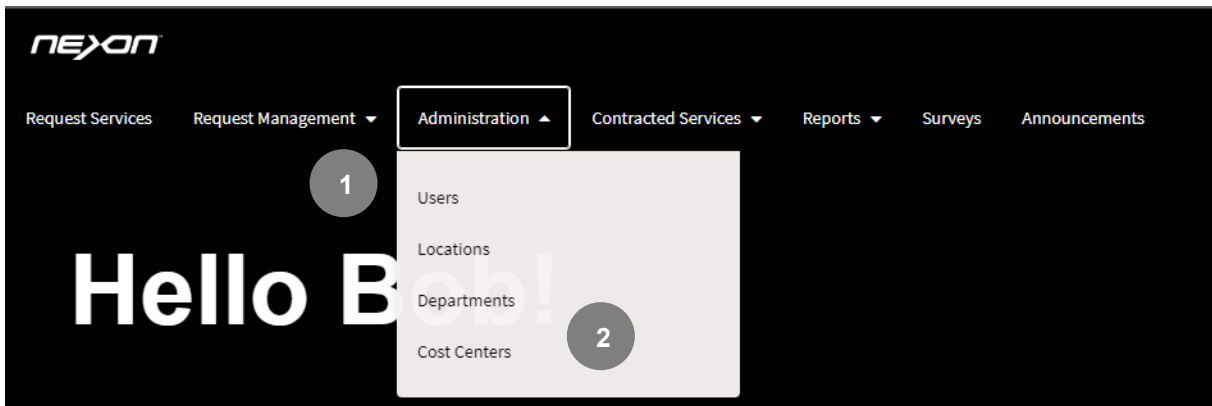
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6 Review your company's base data

Reviewing your company's base data:

- 1 Press 'Administration' in the header
- 2 Select the information you would like to review, e.g. users
- 3 Review the list, adjust sorting as needed. Click a row to view a ticket in detail.
- 4 Review additional information and/or make updates to the ticket

*** Requires permission role which may incur additional costs.**



Users

Keyword Search

All > Active = true

User ID	Name	Employee number	Title	Manager	Department	Business phone	Mobile phone	Cost center	Email	
DHOOK	Dean Cook		Account Executive	Neven Karac		+61 2 49151127			Dean.Cook@csa.com.au	tr
mregetas.admin	Matthew Regetas (Admin)									tr
LTOUMA	Louise Touma		Marketing						louise.touma@corp.nexon.com.au	tr
pyouman.admin	Peter Youman (Admin)		CSA Services Admin							tr
OCoordinator	Office Coordinator					4915 1100			Office.Coordinator@csa.com.au	tr
jharmer.admin	Jason Harmer (Admin)		CSA Services Admin							tr
netlinedancer.admin	Net LineDancer (Admin)		CSA Services Admin							tr
Customer Power User	Customer Power User		Scheduler	Stephen Bosworth					test@gmail.com	tr
fgoodwin.admin	Fletcher Goodwin		CSA Services							tr

7 Review your company's asset data

Reviewing your company's base data:

- 1 Press 'Reports' in the header
- 2 Select 'Computers'
- 3 Review reports. Computer asset Data may be exported to Excel from here. Reports are real time and may be drilled down into.

***Requires permission role which may incur additional costs.**

