

Ivanti Service Manager (ISM) For Self Service User

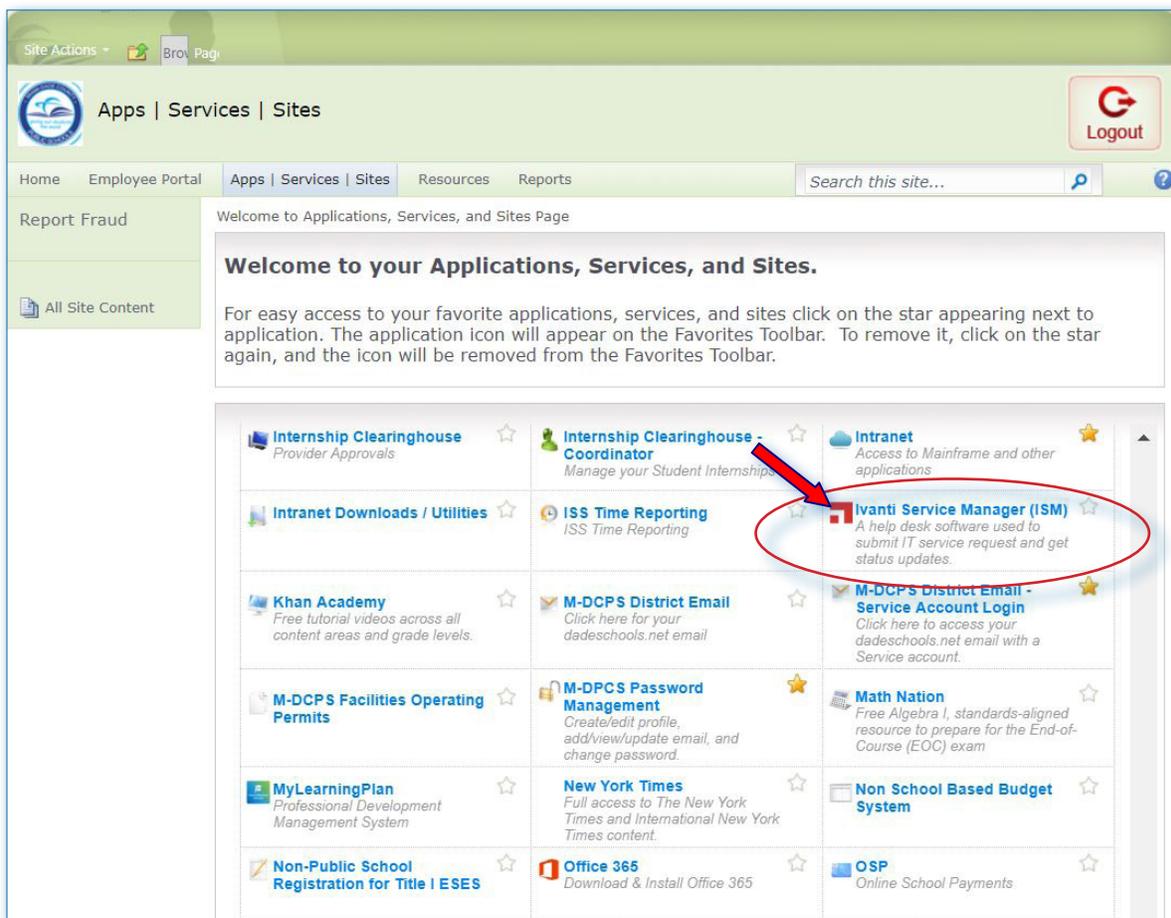
Introduction

The HEAT Self-Service system has been replaced with **Ivanti Service Manager (ISM)** system. **Ivanti Service Manager (ISM)** application is a help desk software used to submit Information Technology (IT) service requests, report issues with applications and equipment and get status updates. It is located in the **Employee Portal, Apps | Services | Sites** page.

This user guide contains steps to access the **Ivanti Service Manager (ISM)** system, creating a new incident and checking the status of existing incidents. It has been designed for the **Self Service User**.

Getting Started

Log into the **Employee Portal**, go to **Apps | Services | Site**.



▼ Click **Ivanti Service Manager (ISM)**

The **Service Catalog** page for the Self Service User will be displayed.

Create a New Incident

On the **Service Catalog** page, you will see different categories. Below each category a description indicating the type of **Incident** that particular category generates.

To create an incident, select a category. *[For this example we will use **All Site Base Requests** to report a printer problem.]*

The screenshot shows the 'SERVICE CATALOG' interface. At the top, there are navigation tabs: 'SERVICE CATALOG', 'MY CREATED INCIDENTS', and 'MORE...'. On the right, a user profile for 'SAMPLE EMPLOYEE Self Service User' is visible, with a 'Log out' button. A search bar is present with the text 'Search for a Request Offering:' and a dropdown menu for 'All categories'. Below the search bar, there are two main sections: 'BROWSE BY CATEGORY' on the left and 'ALL CATEGORIES' on the right. The 'ALL CATEGORIES' section displays several incident categories, each with an icon, a title, and a brief description. The 'All Site Based Requests' category is circled in red, with a red arrow pointing to it from a callout box. Other categories include 'AMC', 'Applications', 'CME Pups Form', 'Control D Retention Request', 'CTMS Force Request', 'FASCO (Attendance Services)', 'Generic Request - Operational Services', and 'HR Employee Services'. A 'Self Service User Help' button is also visible in the top right area.

▼ Click **All Site Based Requests**

The New Incident page will be displayed.

Create a New Incident

An Incident ID number will be generated. The status will be set to Logged. Your location number, address and location name will be automatically populated. If you are creating the incident on behalf of someone else, make sure to check the box by the statement “I am opening this incident on behalf of someone else” to enter the name of the person and select who should receive email updates.

The fields marked with a red asterisk * are required and must be completed to be able to save the incident.

Enter Room number, Alternate Contact Info (if necessary), Category, Summary and Description.

To open the incident on behalf of someone else.

To add an Attachment

This section is not currently available. It will be used to display possible solutions to the issues being reported.

- ▼ **Type** room number (required)
- ▼ **Type** name of alternate contact person
- ▼ **Click** on the **Category** drop-down menu
- ▼ **Select** appropriate category
- ▼ **Type** a description of the issue or service you are requesting

When finished entering all the information.

Create a New Incident

Incident ID: 11085
Status: Logged
 I am opening this Incident on behalf of someone else
Location Number*: 0000
Address*: 13135 SW 26 ST
Location Name: SAMPLE ELEMENTARY SCHOOL
Room*: 105
Alternate Contact Info: Nancy Smith
Category: Network

Summary
* Site Based Support

Description
HP Inkject 500 printer making a loud noise when printing.

Attachments
ATTACH PASTE

POSSIBLE SOLUTION
Site Based Support

RELATED ARTICLES (FAQ)
No matching articles were found for your issue.

RELATED ARTICLES (DOCUMENT)
No matching articles were found for your issue.

Save Incident

▼ Click **Save Incident**

The message **Incident has been created successfully**. What do you want to do next? will be displayed. In addition, you will be notified via email about the Incident you created.

To view the new created incident,

Incident creation completed

Incident has been created successfully.

What do you want to do next?

Return to Service Catalog View My Items View Created Request

▼ Click **View Created Request**

The created **Incident** will open.

My Created Incidents

Review the new incident. Use the **New Notes:** text box to enter additional information if necessary.

The screenshot shows the 'My Created Incidents' page for incident ID 11096. The page includes a 'Back to My Items List' link, 'Activity History', 'New Notes' text box, and an 'Attachments' section with a 'Browse...' button. Red callout boxes highlight these elements:

- Back to My Items List**: A red arrow points to the link.
- New Notes:**: A red box highlights the text input area.
- Click to open attachment.**: A red box highlights the 'DIRECTORY 2018.pdf' attachment.
- Click Browse to add an attachment.**: A red box highlights the 'Browse...' button.

- ▼ **Click** **Back to My Items List** to go to **My Created Incidents page** (list of incidents)

The **My Created Incidents** page will be displayed.

Use **My Created Incidents** page to track your incidents. You may access **My Created Incidents** from any of the pages within the application; except when you are creating an Incident.

The **My Created Incidents** page shows a list of your open items. You can search for a specific incident by typing the incident ID in the **Search My Items** field. Also, filter the list to only see the incidents you want to see.

To open one of the incidents,

The screenshot shows the 'My Created Incidents' page with a list of incidents. The 'Search My Items' field is circled in red, and a red arrow points to the 'Application' link under the 'Summary' column of the first incident (ID 11121).

ID	Summary	Type	Status	Due Date	Progress	Created On	Modified On
11121	Application	Incident	Logged	7/4/2019 11:51 AM	<div style="width: 100%;"></div>	6/27/2019 11:51 AM	6/27/2019 11:52 AM
11096	Site Based Support	Incident	Logged	7/3/2019 2:00 PM	<div style="width: 100%;"></div>	6/26/2019 2:00 PM	6/26/2019 2:13 PM
11086	Site Based Support	Incident	Logged	7/2/2019 8:00 PM	<div style="width: 100%;"></div>	6/26/2019 8:37 AM	6/26/2019 1:00 PM

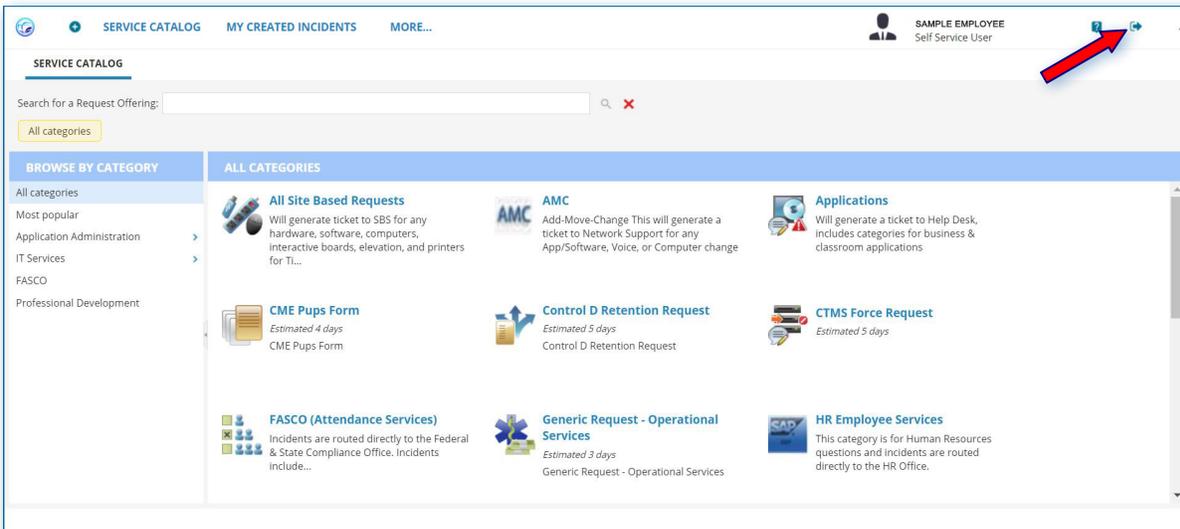
- ▼ **Click** the incident link under the **Summary** column

The **Incident** will open. [See sample screen on this page.]

Log Out and Exit the Portal

It is important to close the application and exit the Portal to prevent access to your Portal by others.

To log out from the application,



- ▼ Click **Logout** in the upper right corner of the page

The message **Are you sure you want to log out now?** will be displayed.

- ▼ Click **Yes**

The **Dade Schools Service Manager** page will be displayed.

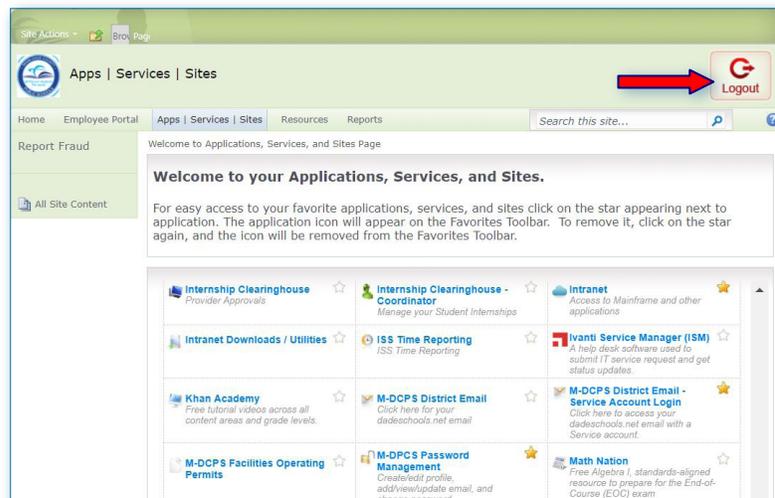
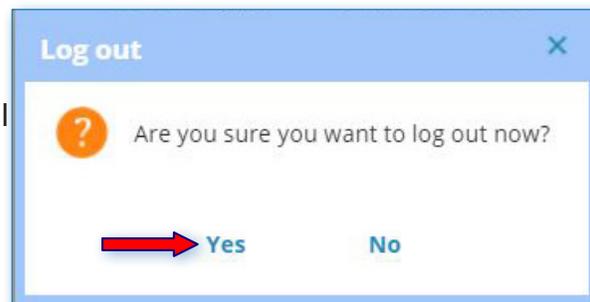
Close the browser tab.

Logout from the **Employee Portal**.

- ▼ Click **Logout**

The message **You have successfully logged out off the system.** will be displayed.

Close the browser.

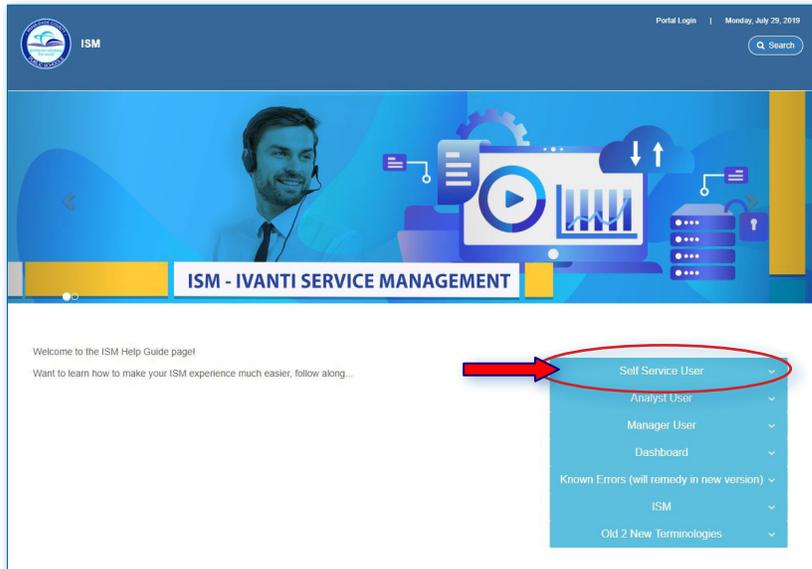


For Assistance

SELF SERVICE USER HELP

For additional assistance or questions regarding the use of the **Ivanti Service Manager (ISM)** application, go to the [Ivanti Service Manager Help Guide](#) page, located inside the application under the **Self Service User Help**. [The Help ? icon is available from any Ivanti screen, at the top-right side of the screen.]

- ▼ Click **Self Service User** link to watch the video



VIDEO GALLERY

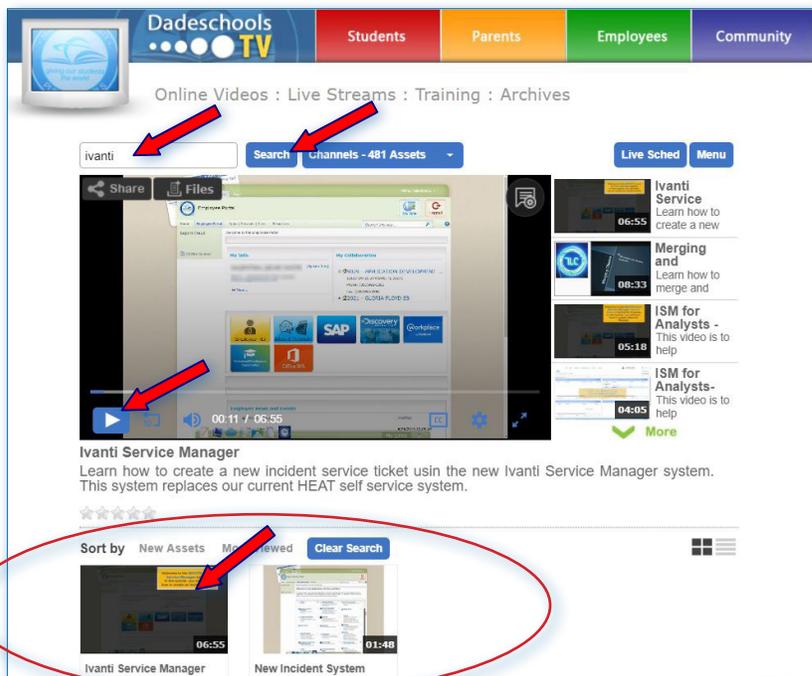
The **Self Service User videos** are also available in our **Video Gallery**, in the [Dadeschools TV](#) page. The **Video Gallery** link is under the **Highlights** column in the [dadeschools.net](#) main page.

On the search field,

- ▼ Type **Ivanti**
- ▼ Click **Search**

The available videos will show at the bottom of the page.

- ▼ Click **Ivanti Service Manager**
- ▼ Click **Play**



NOTE: Use Google Chrome browser to view the Video Gallery and videos.

TECHNICAL PROBLEMS

For technical problem, please create a ticket using the **All Site Base Requests** category in the **Ivanti Service Manager (ISM)** application.