CASE MANAGEMENT FOR IT SERVICE ORDERS

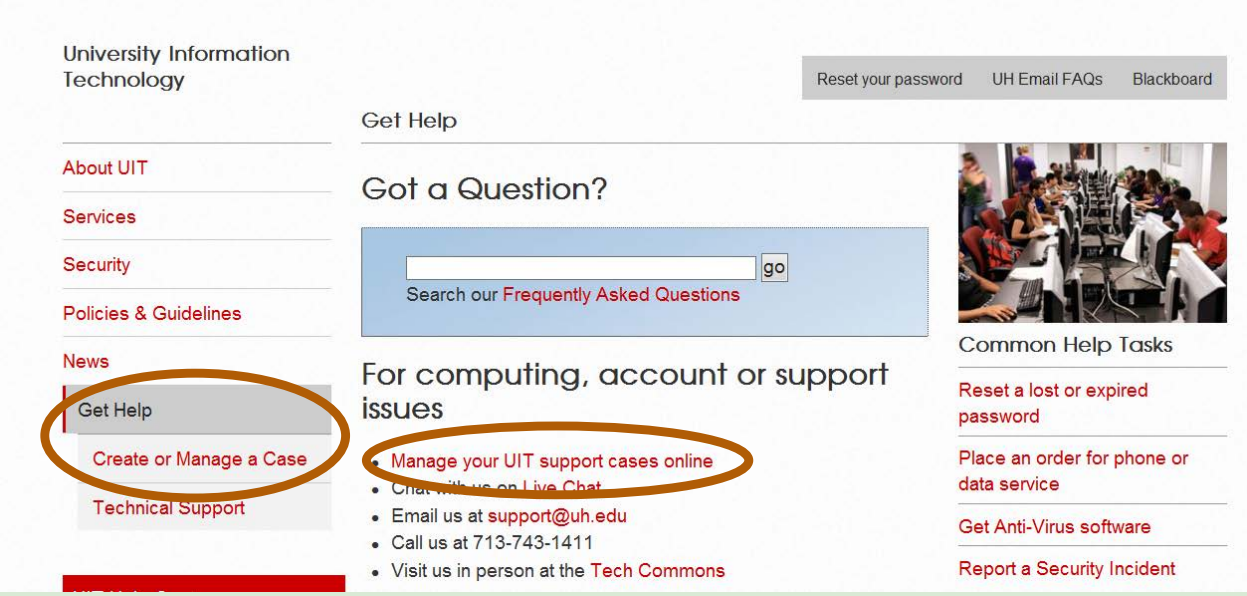
How to Start the Work Order Request Process:

Go to the URL for Case Management: http://www.uh.edu/infotech/support-case

or

Navigation from http://www.uh.edu/infotech/

Click the Get Help link:



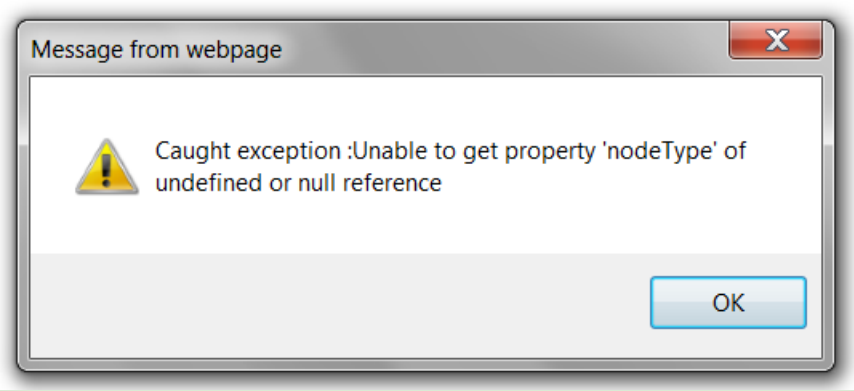
Click either “Create or Manage a Case” link or under “For Computing, account or support issues,” click the first bullet point entitled “Manage your UIT support cases online.”

In order to use this service, you must set your browser to allow pop-ups.

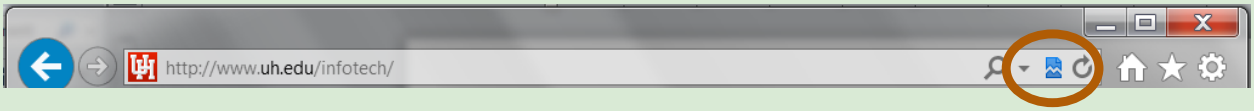
Compatibility Issue with Internet Explorer 10 Browser:

When Internet Explorer 10 came out, many vendors were affected and the browser gave an error message that would not let the end-user proceed further.

The error you will receive, if you do not have the IE 10 browser in compatibility mode, for the Case Management and Service Order approvals is as follows:



The solution is to put the IE 10 browser into what's known as Compatibility Mode. Simply click the icon with the broken paper. The broken paper icon is located next to the URL as follows:

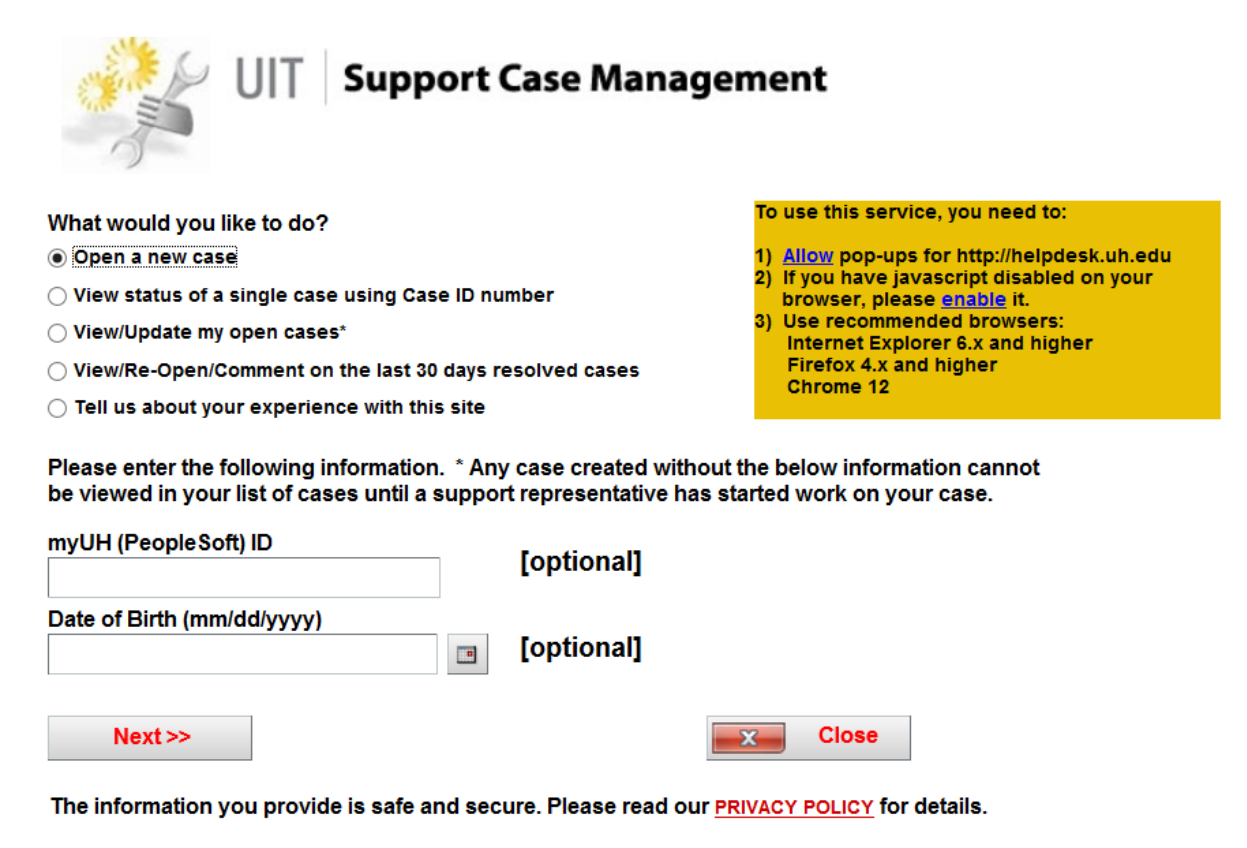


Alternatively, you may use the latest version of Chrome or Firefox. Safari is not supported.

Case Management:

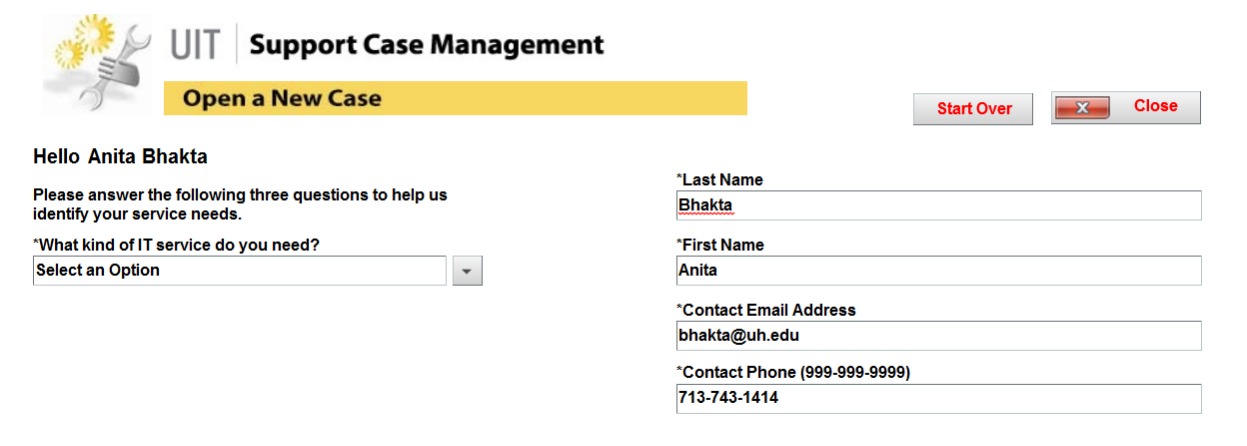
The Case Management site is designed to allow all users, on-campus and off-campus, to submit a case. Current faculty and staff and enrolled students can authenticate using their myUH(PeopleSoft) ID and Date of Birth to also update their open cases as well as review or comment on resolved cases within 30 days.

In order to use this service, you must set your browser to allow pop-ups. IE 10 users must set their browser in Compatibility Mode, see previous page for instructions.

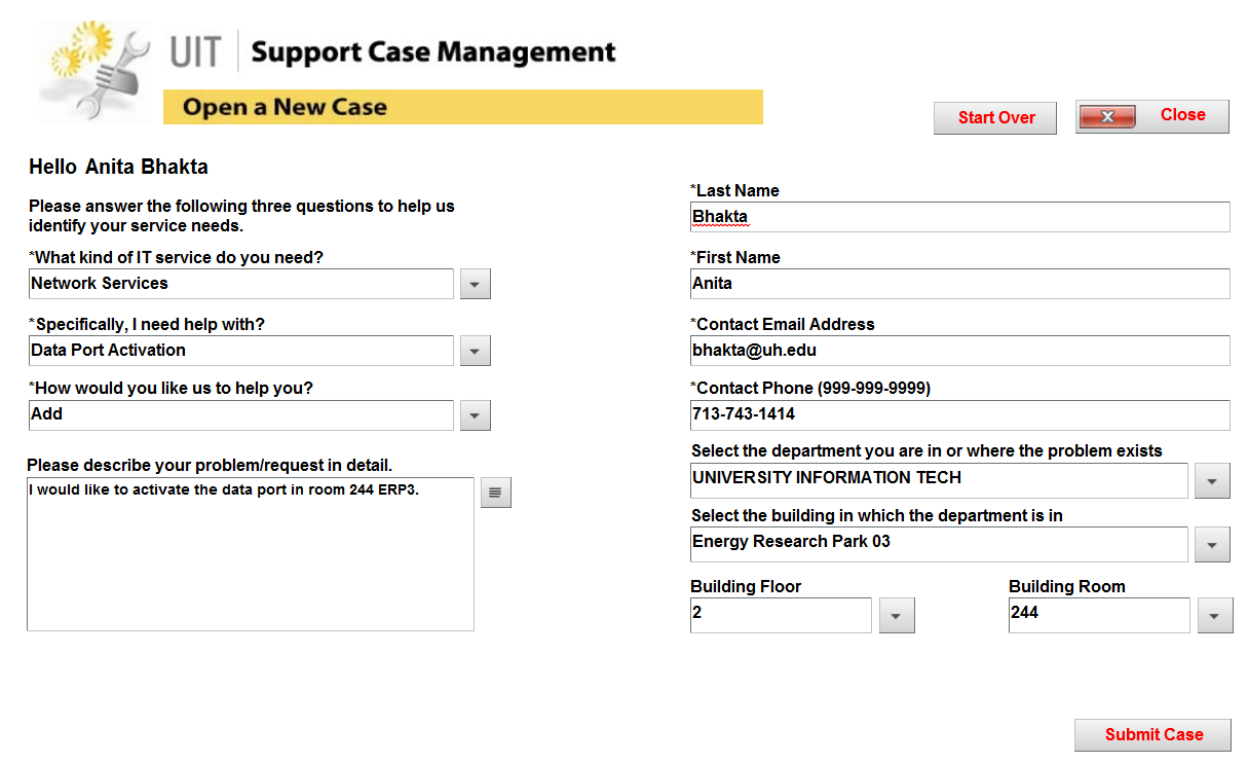


To Open a new Case, enter your myUH(PeopleSoft) ID and Date of Birth and click the next button.

If you are a former affiliate or future applicant, you will be required to enter your contact information, however, you will not be able to update or re-open a case.

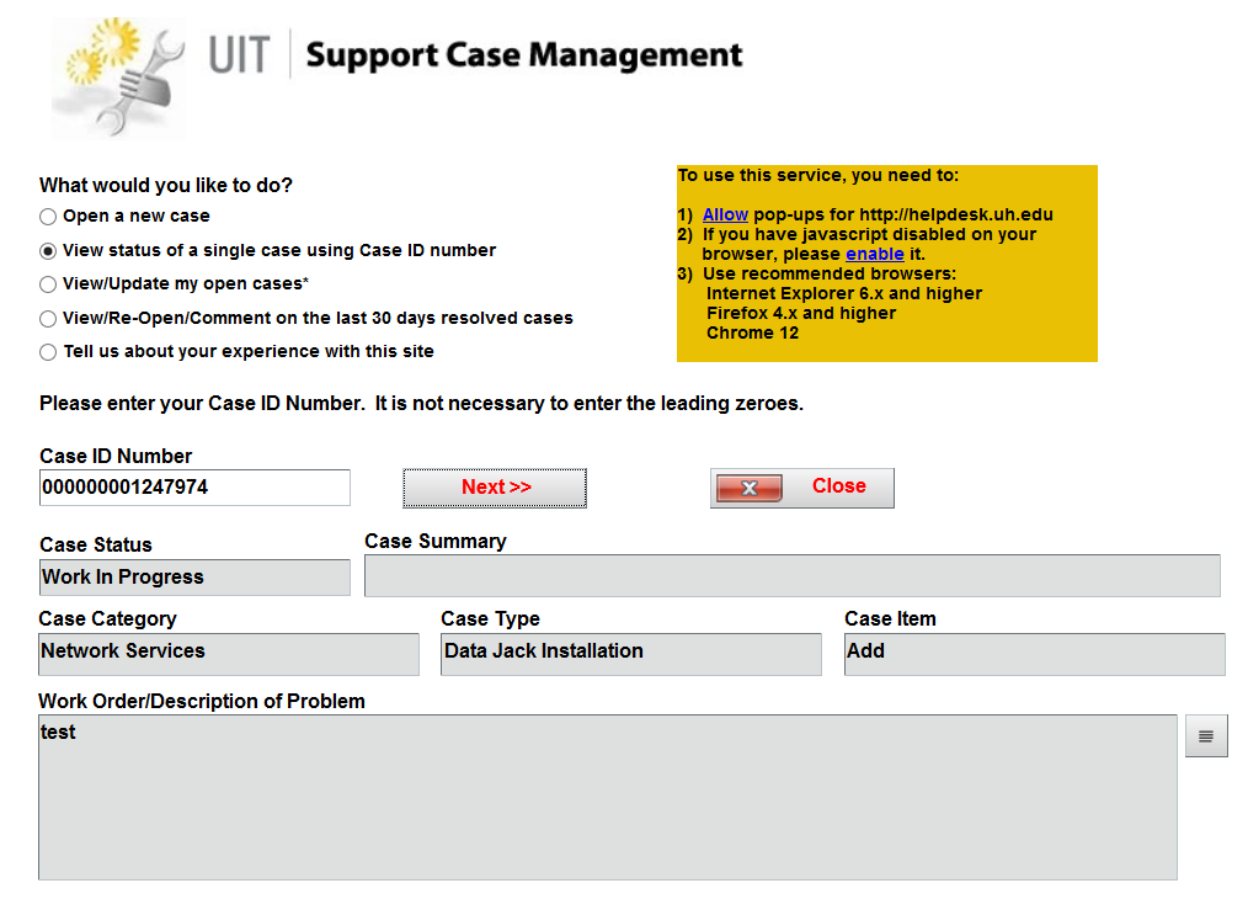


Answer the questions as best as you can to identify your needs:

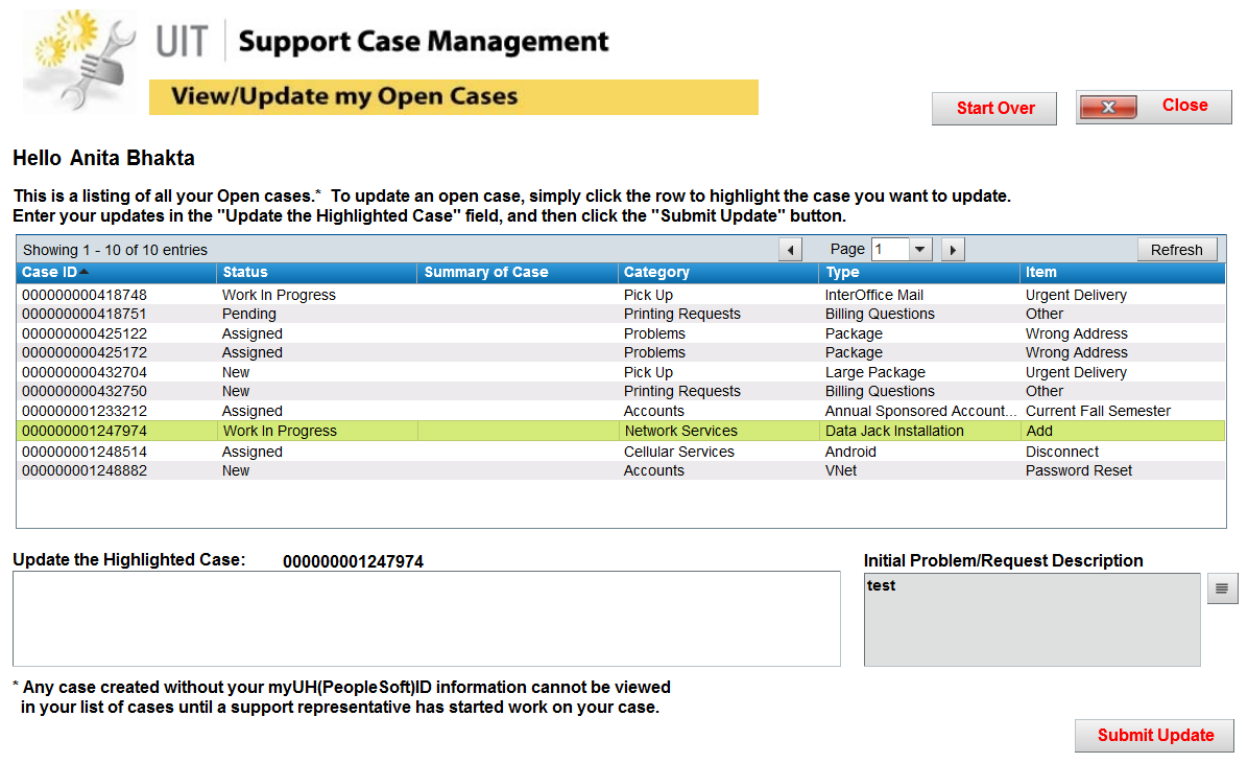


When submitted, this request will directly go to the team that handles requests related to the issue or service defined by the menu items you selected. You will receive an email regarding this request along with a specific case id number.

To view the status of a single case using Case ID number, simply enter the Case ID Number and click the Next button. (Leading zeroes are not necessary)

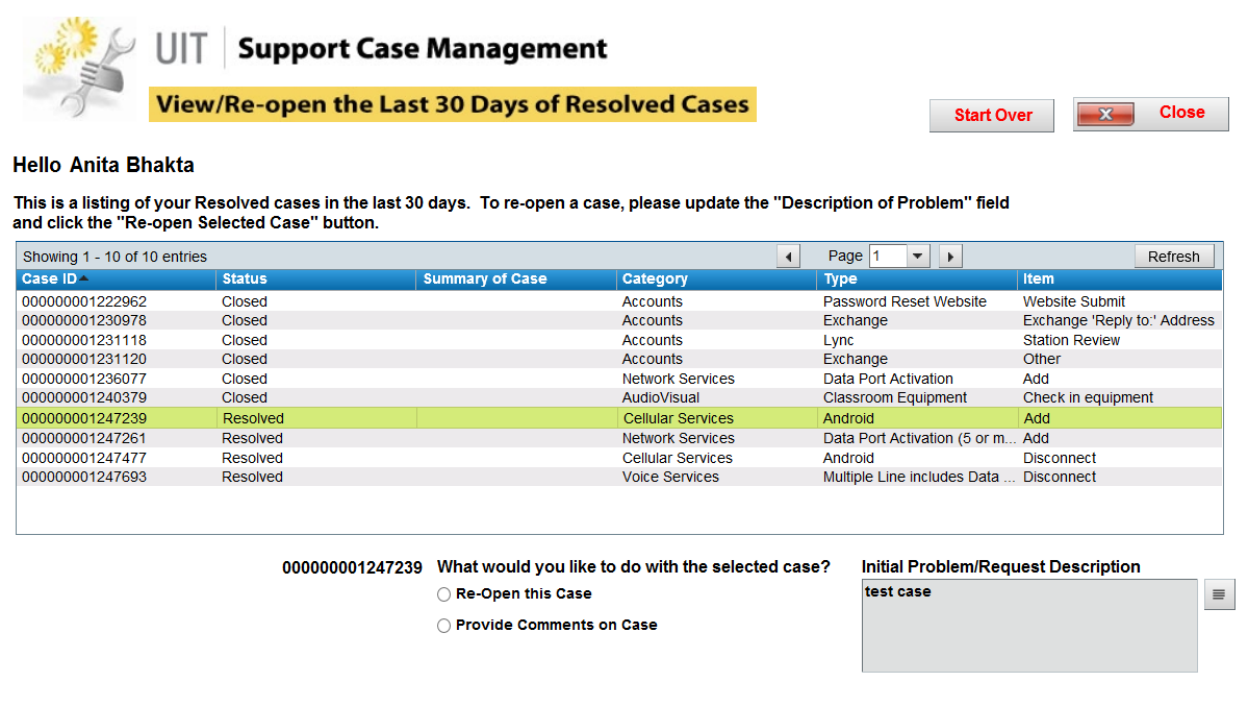


The “View/Update my open cases” option does require you to enter your myUH (PeopleSoft) ID and Date of Birth. You will see the list of all of your open cases. Select the case entry you wish to update and enter your notes in the “Update the Highlighted Case” text area.

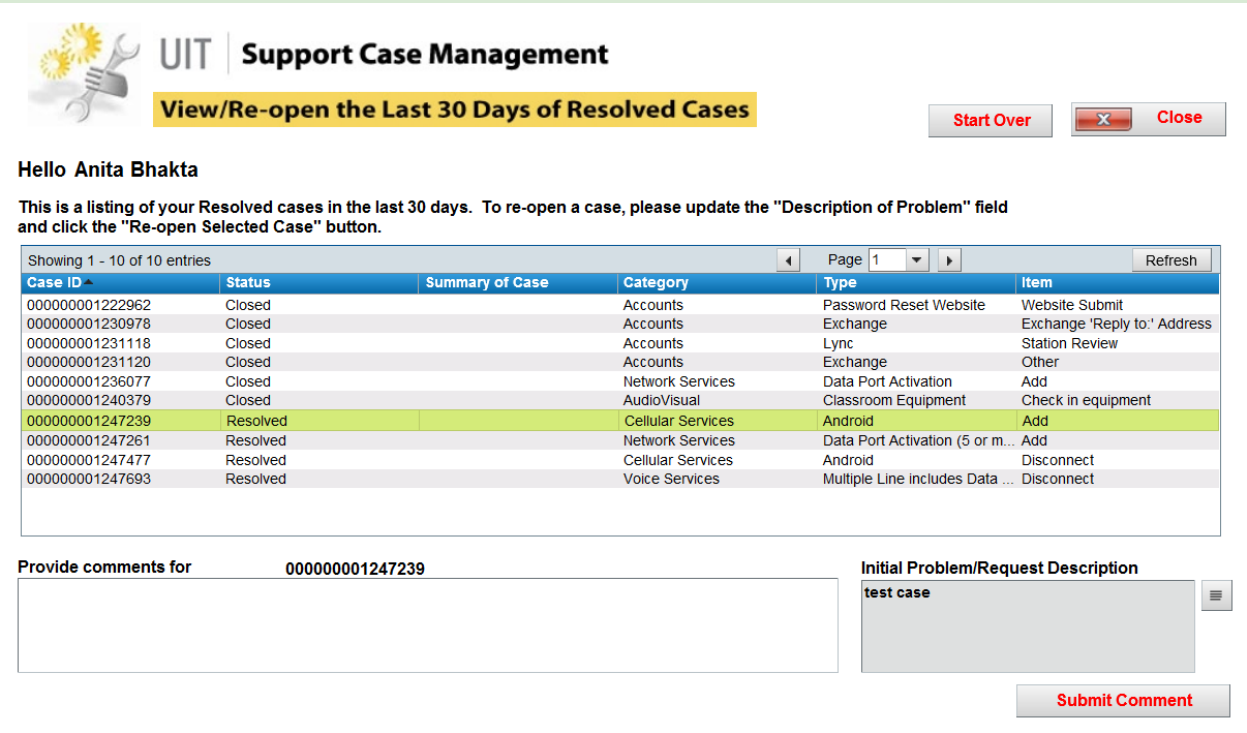


An email will be sent to the individual assigned to your case when you click the “Submit Update” button.

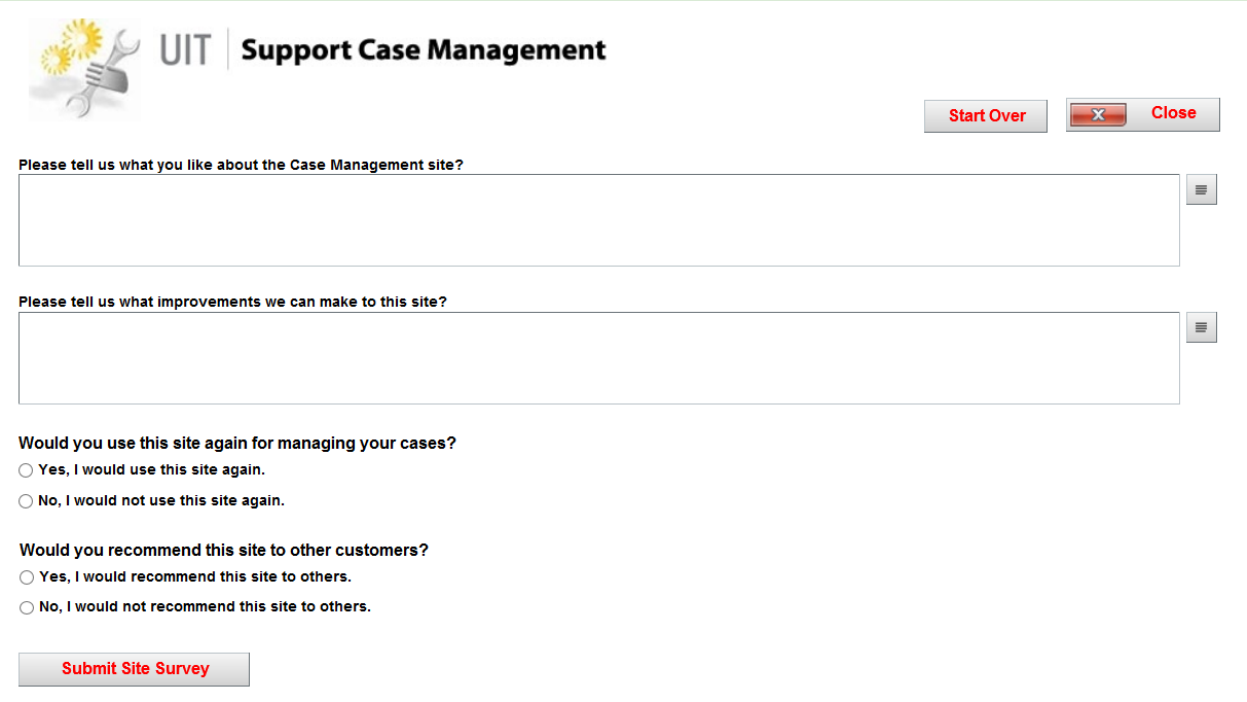
You can also view or re-open or comment on your resolved or closed cases that fall within the last 30 days. Again, select the entry you want to re-open or provide comments for.



For example, to submit comments, select the “Provide Comments on Case” radio button and enter your comments for that selected case. By clicking the “Submit Comment” button, your comments will be sent to our Management.



Last option we have for this website is for you to “Tell us about your experience with this site.” You will be submitting these answers anonymously, so we hope that you will take some time to let us know how we may improve our services.



If you have any questions regarding this site, please contact us at aad@uh.edu. We will be happy to assist.