
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:

The screenshot shows the University Information Technology website. On the left, there is a navigation menu with links for About UIT, Services, Security, Policies & Guidelines, News, Get Help, Create or Manage a Case, and Technical Support. The 'Get Help' and 'Create or Manage a Case' links are circled in orange. In the top right corner, there are links for 'Reset your password', 'UH Email FAQs', and 'Blackboard'. The main content area features a 'Get Help' section with a search bar for 'Frequently Asked Questions' and a section titled 'For computing, account or support issues' with a list of options: 'Manage your UIT support cases online', 'Chat with us on Live Chat', 'Email us at support@uh.edu', 'Call us at 713-743-1411', and 'Visit us in person at the Tech Commons'. The first bullet point is also circled in orange. On the right side, there is a photo of students in a computer lab and a section titled 'Common Help Tasks' with links for 'Reset a lost or expired password', 'Place an order for phone or data service', 'Get Anti-Virus software', and 'Report a Security Incident'.

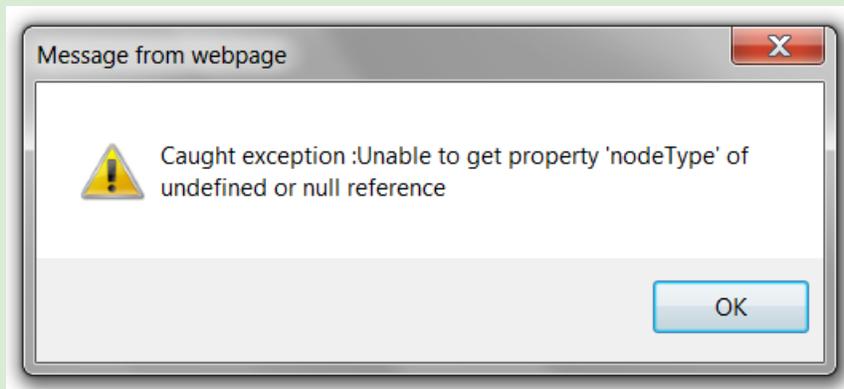
Click either "Create or Manage a Case" link or under "For Computing, account or support issues," click the first bullet point entitled "Manage your UIT support cases online."

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

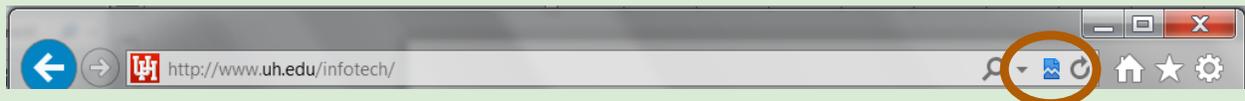
Compatibility Issue with Internet Explorer 10 Browser:

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:

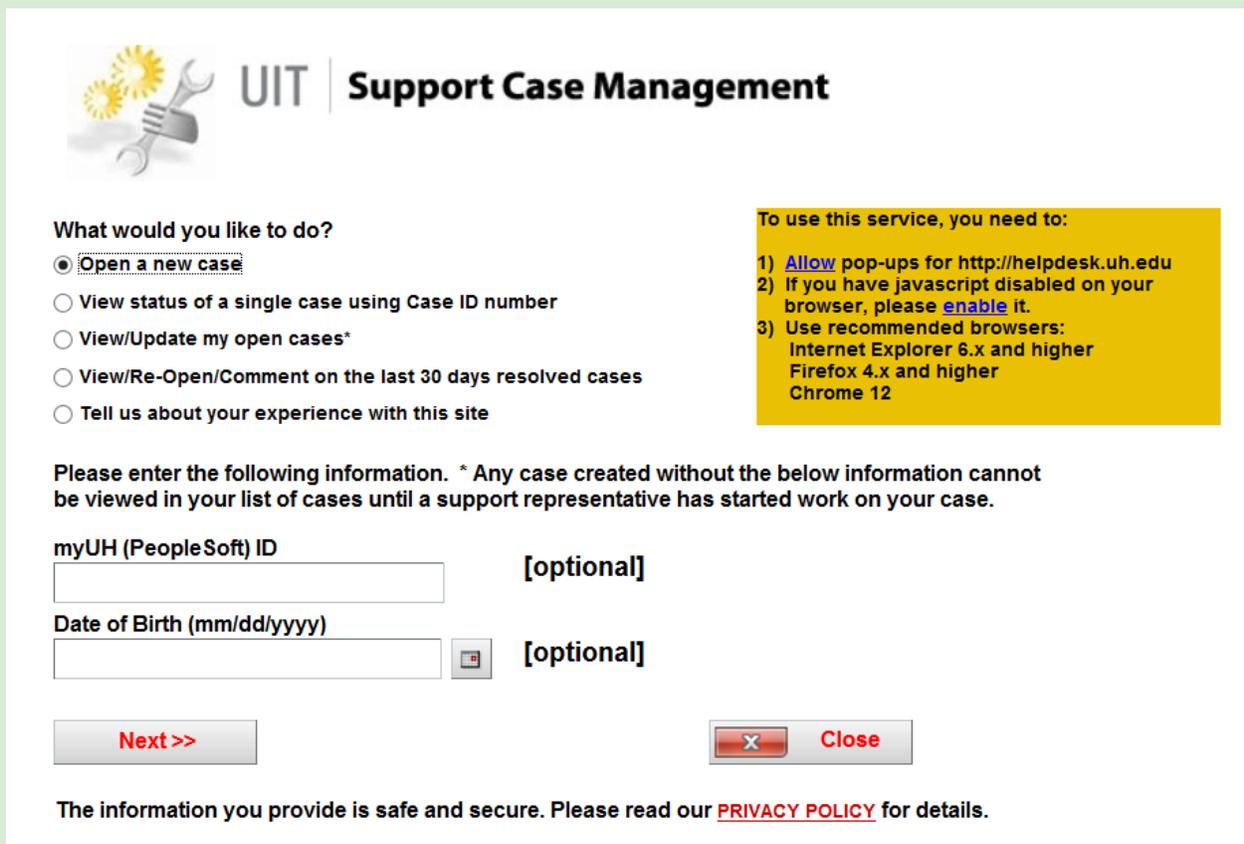


Alternatively, you may use the latest version of Chrome or Firefox. Safari is not supported.

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.



The screenshot shows the 'UIT Support Case Management' web interface. At the top left is a logo with gears and a wrench. The main heading is 'UIT | Support Case Management'. Below this is a section titled 'What would you like to do?' with five radio button options: 'Open a new case' (selected), 'View status of a single case using Case ID number', 'View/Update my open cases*', 'View/Re-Open/Comment on the last 30 days resolved cases', and 'Tell us about your experience with this site'. To the right of these options is a yellow box with the text 'To use this service, you need to:' followed by three numbered instructions: 1) Allow pop-ups for http://helpdesk.uh.edu, 2) If you have javascript disabled on your browser, please enable it, and 3) Use recommended browsers: Internet Explorer 6.x and higher, Firefox 4.x and higher, and Chrome 12. Below the radio buttons is a paragraph: 'Please enter the following information. * Any case created without the below information cannot be viewed in your list of cases until a support representative has started work on your case.' This is followed by two input fields: 'myUH (PeopleSoft) ID' with a '[optional]' label and 'Date of Birth (mm/dd/yyyy)' with a calendar icon and a '[optional]' label. At the bottom of the form are two buttons: 'Next >>' and 'Close'. A footer note states: 'The information you provide is safe and secure. Please read our [PRIVACY POLICY](#) for details.'

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.



UIT | Support Case Management

Open a New Case

[Start Over](#)[Close](#)

Hello Anita Bhakta

Please answer the following three questions to help us identify your service needs.

*What kind of IT service do you need?

Select an Option

*Last Name

Bhakta

*First Name

Anita

*Contact Email Address

bhakta@uh.edu

*Contact Phone (999-999-9999)

713-743-1414

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



UIT | Support Case Management

Open a New Case

[Start Over](#)[Close](#)

Hello Anita Bhakta

Please answer the following three questions to help us identify your service needs.

*What kind of IT service do you need?

Network Services

*Specifically, I need help with?

Data Port Activation

*How would you like us to help you?

Add

Please describe your problem/request in detail.

I would like to activate the data port in room 244 ERP3.

*Last Name

Bhakta

*First Name

Anita

*Contact Email Address

bhakta@uh.edu

*Contact Phone (999-999-9999)

713-743-1414

Select the department you are in or where the problem exists

UNIVERSITY INFORMATION TECH

Select the building in which the department is in

Energy Research Park 03

Building Floor

2

Building Room

244

[Submit Case](#)

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)



UIT | Support Case Management

What would you like to do?

- Open a new case
- View status of a single case using Case ID number
- View/Update my open cases*
- View/Re-Open/Comment on the last 30 days resolved cases
- Tell us about your experience with this site

To use this service, you need to:

- 1) [Allow](#) pop-ups for <http://helpdesk.uh.edu>
- 2) If you have javascript disabled on your browser, please [enable](#) it.
- 3) Use recommended browsers:
Internet Explorer 6.x and higher
Firefox 4.x and higher
Chrome 12

Please enter your Case ID Number. It is not necessary to enter the leading zeroes.

Case ID Number



Case Status

Case Summary

Case Category

Case Type

Case Item

Work Order/Description of Problem



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.



UIT | Support Case Management

View/Update my Open Cases

Start Over



Close

Hello Anita Bhakta

This is a listing of all your Open cases.* To update an open case, simply click the row to highlight the case you want to update. Enter your updates in the "Update the Highlighted Case" field, and then click the "Submit Update" button.

Showing 1 - 10 of 10 entries

| Case ID | Status | Summary of Case | Category | Type | Item |
|-----------------|------------------|-----------------|-------------------|-----------------------------|-----------------------|
| 00000000418748 | Work In Progress | | Pick Up | InterOffice Mail | Urgent Delivery |
| 00000000418751 | Pending | | Printing Requests | Billing Questions | Other |
| 00000000425122 | Assigned | | Problems | Package | Wrong Address |
| 00000000425172 | Assigned | | Problems | Package | Wrong Address |
| 00000000432704 | New | | Pick Up | Large Package | Urgent Delivery |
| 00000000432750 | New | | Printing Requests | Billing Questions | Other |
| 000000001233212 | Assigned | | Accounts | Annual Sponsored Account... | Current Fall Semester |
| 000000001247974 | Work In Progress | | Network Services | Data Jack Installation | Add |
| 000000001248514 | Assigned | | Cellular Services | Android | Disconnect |
| 000000001248882 | New | | Accounts | VNet | Password Reset |

Update the Highlighted Case: 000000001247974

Initial Problem/Request Description

test

* Any case created without your myUH(PeopleSoft)ID information cannot be viewed in your list of cases until a support representative has started work on your case.

Submit Update

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.



UIT Support Case Management

View/Re-open the Last 30 Days of Resolved Cases

[Start Over](#) [Close](#)

Hello Anita Bhakta

This is a listing of your Resolved cases in the last 30 days. To re-open a case, please update the "Description of Problem" field and click the "Re-open Selected Case" button.

Showing 1 - 10 of 10 entries

| Case ID | Status | Summary of Case | Category | Type | Item |
|----------------|----------|-----------------|-------------------|---------------------------------|------------------------------|
| 00000001222962 | Closed | | Accounts | Password Reset Website | Website Submit |
| 00000001230978 | Closed | | Accounts | Exchange | Exchange 'Reply to:' Address |
| 00000001231118 | Closed | | Accounts | Lync | Station Review |
| 00000001231120 | Closed | | Accounts | Exchange | Other |
| 00000001236077 | Closed | | Network Services | Data Port Activation | Add |
| 00000001240379 | Closed | | Audio/Visual | Classroom Equipment | Check in equipment |
| 00000001247239 | Resolved | | Cellular Services | Android | Add |
| 00000001247261 | Resolved | | Network Services | Data Port Activation (5 or m... | Add |
| 00000001247477 | Resolved | | Cellular Services | Android | Disconnect |
| 00000001247693 | Resolved | | Voice Services | Multiple Line includes Data ... | Disconnect |

00000001247239 What would you like to do with the selected case?

- Re-Open this Case
- Provide Comments on Case

Initial Problem/Request Description

test case

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.



UIT Support Case Management

View/Re-open the Last 30 Days of Resolved Cases

[Start Over](#) [Close](#)

Hello Anita Bhakta

This is a listing of your Resolved cases in the last 30 days. To re-open a case, please update the "Description of Problem" field and click the "Re-open Selected Case" button.

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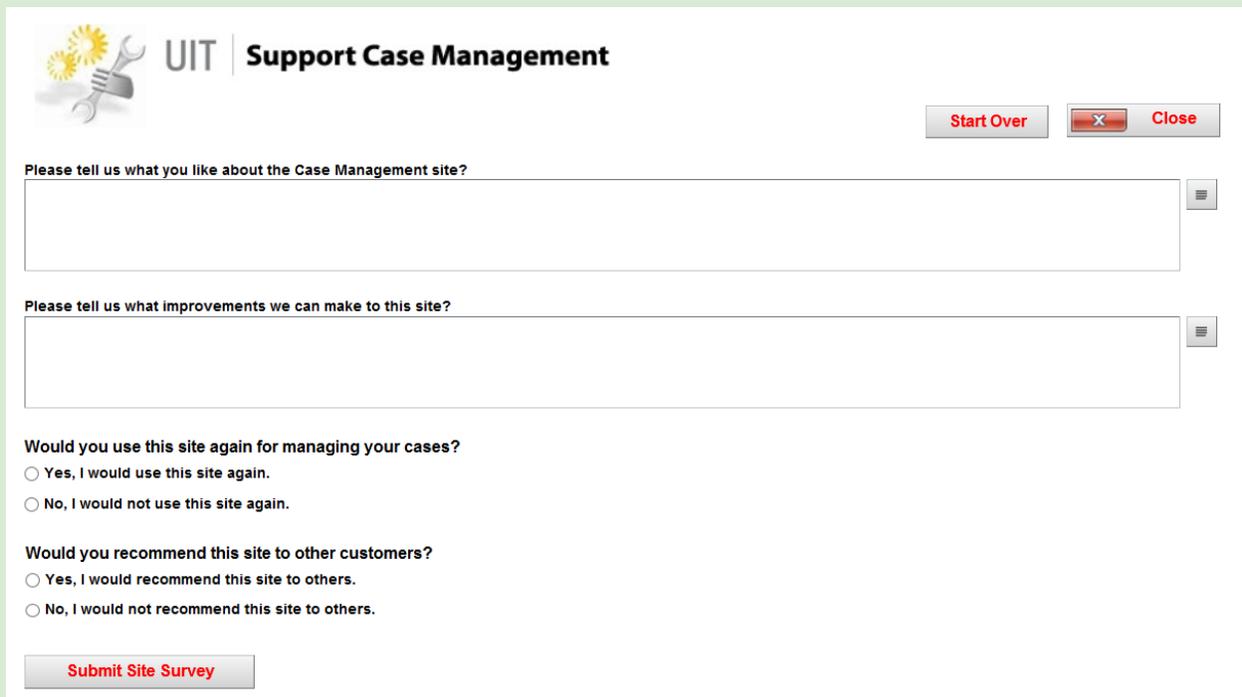
Provide comments for 00000001247239

Initial Problem/Request Description

test case

[Submit Comment](#)

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.



The image shows a survey form titled "UIT | Support Case Management". At the top left is a logo with a wrench and gears. To the right of the logo are two buttons: "Start Over" and "Close". Below the title are two text input fields. The first field is labeled "Please tell us what you like about the Case Management site?". The second field is labeled "Please tell us what improvements we can make to this site?". Below these fields are two sets of radio button options. The first set is labeled "Would you use this site again for managing your cases?" with options "Yes, I would use this site again." and "No, I would not use this site again.". The second set is labeled "Would you recommend this site to other customers?" with options "Yes, I would recommend this site to others." and "No, I would not recommend this site to others.". At the bottom left is a "Submit Site Survey" button.

UIT | Support Case Management

[Start Over](#) [Close](#)

Please tell us what you like about the Case Management site?

Please tell us what improvements we can make to this site?

Would you use this site again for managing your cases?

Yes, I would use this site again.

No, I would not use this site again.

Would you recommend this site to other customers?

Yes, I would recommend this site to others.

No, I would not recommend this site to others.

[Submit Site Survey](#)

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