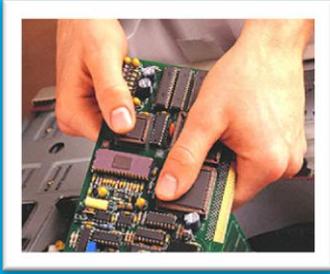


W² Shared Services



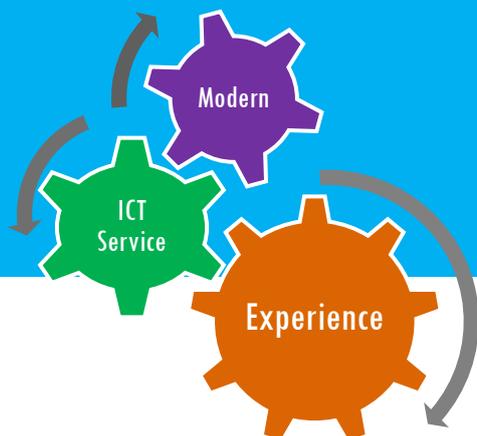
W² SHARED SERVICES IS DELIGHTED TO ANNOUNCE A NEW JOB SYSTEM FOR ICT SERVICES.... [W2SS.SERVICE-NOW.COM](https://w2ss.service-now.com)

This new system aims to deliver a more visible and collaborative interface between us and our customers, and provide vastly improved internal manageability of jobs for ICT Services. This means improvements to operational efficiency and enhanced customer communications.

★ TRY IT NOW! → <https://w2ss.service-now.com>

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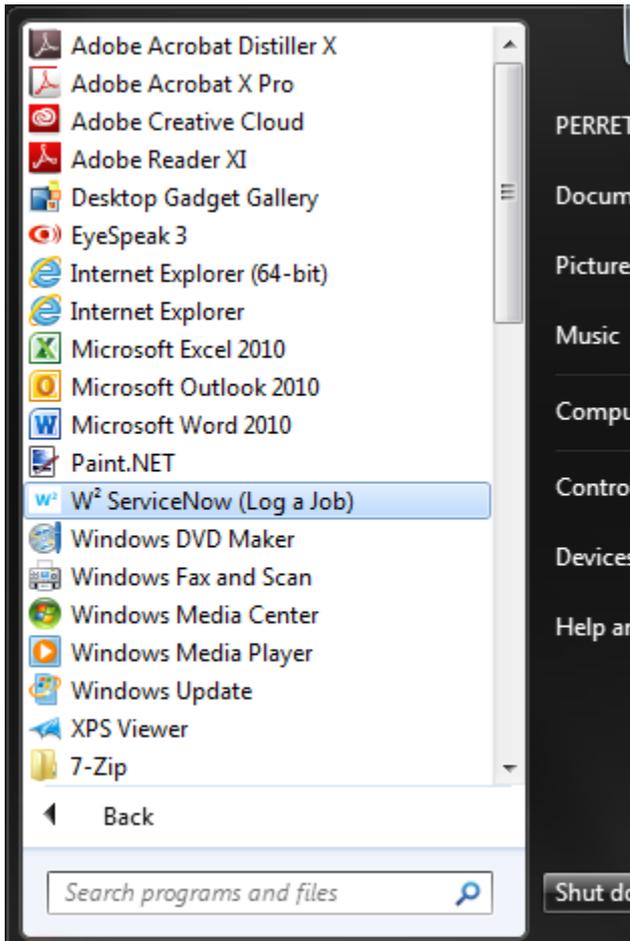


W² Shared Services

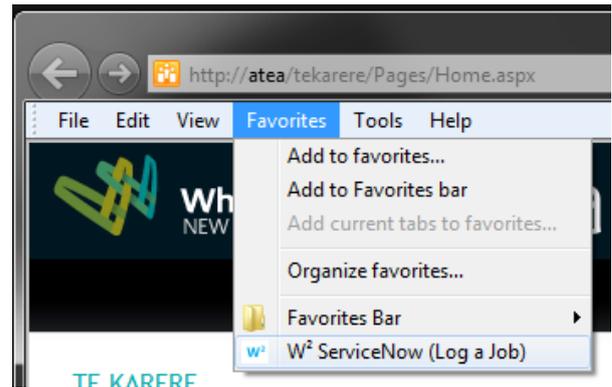
ServiceNow Job System Info

Getting Access to the System

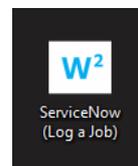
In the Start Menu / All Programs:



In your Browser Favourites:



At the Desktop:



Intranet & W² Website Links:

ICT Services links from WelTec, Whitireia and W2 intranet sites will be updated to link through to the new system.

Logging In!

Login

User name:

Password:

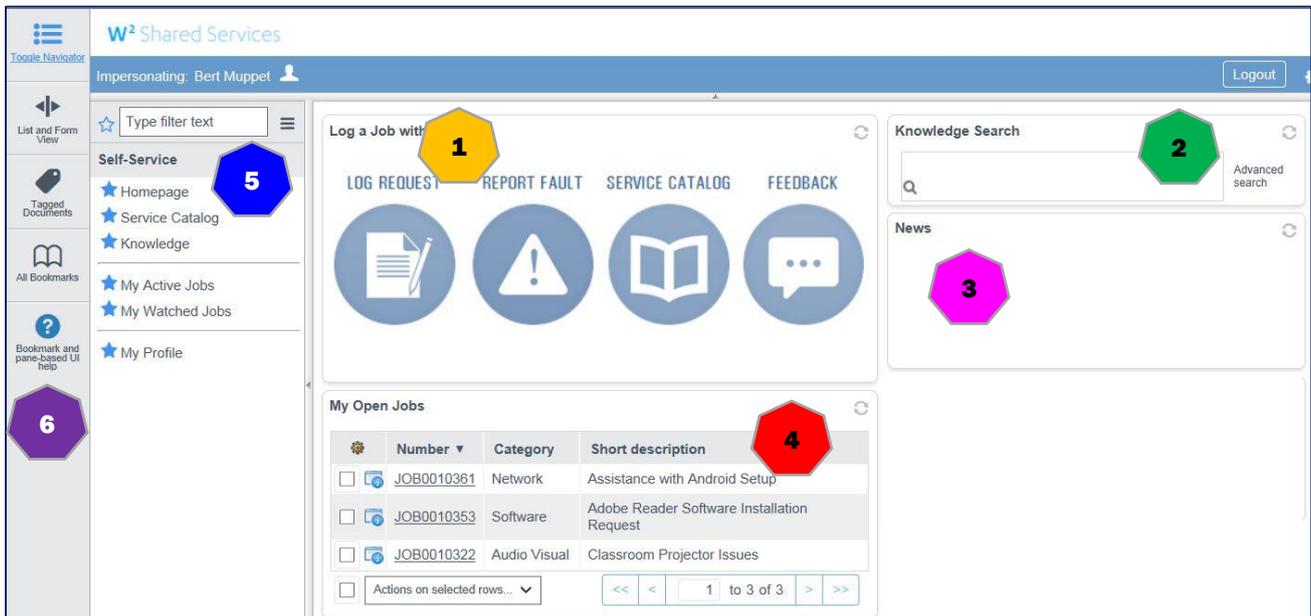
Remember me

Simply use your normal Computer Login and Password!

If you are on a shared or classroom computer, please remember to UNTICK the "remember me" box! - You should only use this if you are on your own computer (or your own office machine, if you are a staff member).

The Homepage

This is the page you will see when you login (though we may have put some helpful text at the top for the first month or two!).



A quick explanation of the functions and area's on this homepage screen follows. We have numbered each item and marked it on the screenshot above:



Clickable buttons to take you directly to the most commonly used forms:

- **Log a Request** – General request when there is not a specific form in the Service Catalog
- **Report a Fault** – when something just is not working as it should!
- **Service Catalog** – contains a number of specific forms for things such as events setup, access requests, software requests etc.
- **Feedback form** – If you have feedback you would like to communicate regarding our service or have a general question, please use this form



Search the Knowledge Base, just type a keyword in here and push enter (or click the magnifying glass). For example if you type 'wireless' in here, it will bring up any articles where wireless has been referenced (with the most popular ones over time moving to the top!)



News – **Important information** (such as planned outages) or new Services (such as new Wireless systems), will be posted here. This box 'scrolls' through all the information if there are more notices than can fit!



My Open Jobs – This section will display a list of all the open jobs that you currently have with ICT Services. You can click on the job numbers in this list to open up the jobs, check on the status, or provide us with an update!



Self Service – This is the main Menu system where you can access everything within the System:

- Get back to the **Homepage** (option 1 above)
- Go to the **Service Catalog** which contains all the specific job logging forms
- See the list of **Active Jobs** that you have logged with us
- ... or see the list of jobs where you are on the **Watchlist!** (much like being cc: ed in an email – see page 6)



The Shortcut Bar – You can drag and drop things onto this big grey bar – useful for forms you use a lot or a job you want to keep a close eye on!

Viewing or Updating a Job

When you click on a Job number in your list of Active Job or Watchlist Jobs (see later on this page), the job sheet will open up and you will be able to view the details. The job details page will look much like the following:

The screenshot shows the job details page with the following fields and callouts:

- Number:** JOB0011724. Callout: "Your Job number, a useful reference to know if you need to call us!"
- Requestor:** Bert Muppet
- Affected Contact:** Bert Muppet
- Configuration Item:** (Searchable)
- Watch list:** (Lock and Add icons)
- Short description:** Event Technical Assistance Request. Callout: "The Job Short Description is much like the 'Subject' line in an email"
- Description:** Event name = Special Presentation from Visiting Lecturer in C103 on Thursday. Start date = 06/11/2014 13:30:00 - End date = 06/11/2014 14:30:00. Projector = true, Laptop = true, Audio = true. Event Details = I will also require internet access for the Visiting Lecturer. Thank you!
- Additional comments:** (Text area). Callout: "Here is where you can type additional information if you wish to **update your job with further details**, or perhaps if you would like to ask a question about your job"
- Buttons:** Update, Resolve Job, Save. Callout: "Click **Update or Save** if you have entered further information (Update will close the Job Screen and return you to the Job List). Click **Resolve Job** if the Job is no longer needed"
- State:** In Progress. Callout: "The Status of your Job"
- Opened:** 05/11/2014 17:24:39
- Closed:** (Empty)
- Location:** (Empty)

Adding others to the Watchlist

The Watchlist on a Job is much like adding people to the CC of an email. If you add other staff to the Watchlist of your job, they will also receive the email updates from us, and they will be able to see this in the Job system when they log in themselves!

To add people to the Watchlist, **just click on the LOCK button:** Watch list  

The screenshot shows the Watchlist interface with the following callouts:

- Once unlocked, you can **simply begin typing the staff member's name** into the second box. (This is predictive and names will begin to appear as you type).
- Once you have selected them **they will be added to the box at the top**.
- If the person you wish to add is not a WelTec or Whitireia staff member**, you can still add their email address to the third box. They will then receive any email updates about the job, even though they cannot log into the system themselves – this is particularly useful for students or visiting academic staff
- When you are finished, lock it back up! 

Knowledge Articles

We already explained about searching for Knowledge from the Homepage, back on Page 3, and that’s a great quick way to find information we might have in the system, on a particular topic.

However you can also just click on Knowledge in the left menu to have a look through the various articles of information:

The screenshot shows the ServiceNow Knowledge Base interface. At the top is a search bar with a magnifying glass icon and the text "Advanced search". Below the search bar is a "Knowledge Base" header. The main content area is divided into several categories, each with a list of articles and their dates:

- General**
 - General FAQs (W2) 24/10/2014
 - Password Self Reset (W2) 15/09/2014
 - Quick Access to Sub Folders (W2) 14/09/2014
 - [View all items](#)
- Applications and Systems**
 - Mailbox permissions: Full Access, Send As and Send on Behalf (W2) 28/10/2014
 - Outlook Junk Email Filter (W2) 28/10/2014
 - Alt Key Commands (W2) 15/09/2014
 - [View all items](#)
- Telephony**
 - Mobile Billing Information (WeiTec) 30/09/2014
 - How to Make a Video Call Using Lync (WeiTec) 16/09/2014
 - [View all items](#)
- Mobile Devices**
 - Configuring an iPhone, iPad or iPod for accessing your work mail (WeiTec) 27/10/2014
 - Wireless Internet for BYOD Devices (Whitireia) 19/10/2014
 - Accessing Remote Desktop from an iPad (Whitireia) 22/09/2014
 - [View all items](#)
- Desktop**
 - Keeping Your Desktop Clear (W2) 15/09/2014
 - Microsoft Office Document Recovery (W2) 15/09/2014
 - [View all items](#)
- Printing and MFDs**
 - Scanning to your Home Folder (Whitireia) 28/09/2014
 - How to Scan to Email (Whitireia) 16/09/2014
 - [View all items](#)
- Classroom Technology (AV)**
 - ICT Aspects of Event Management (W2) 20/10/2014
 - Health Faculty Simulation Suite (Whitireia) 25/09/2014
 - Audio Visual Self Help (WeiTec) 15/09/2014
 - [View all items](#)
- Known Error**
 - Adobe Premiere Unsupported Compression Type Error (W2) 16/09/2014
 - [View all items](#)

The Search function is still there at the top! But this allows you to see the categories of Article available (and click View all Items to see the full list in each). Where information may only be relevant or applicable to a particular client we have noted that in the Subject, otherwise all (W²) articles should provide information for both!

Giving us Feedback on Knowledge Information

The Knowledge area is a particular aspect of this system, which we are very keen to expand and ensure it is kept relevant. So to assist with this, each Article (once you open it) has a Feedback section at the bottom:

The screenshot shows the feedback section for a knowledge article. It includes a text box for "Feedback:" with a "Submit Feedback" button below it. To the right is a "Was this helpful?" section with "Yes" (checked) and "No" options, and a "Not rated" section with five stars.

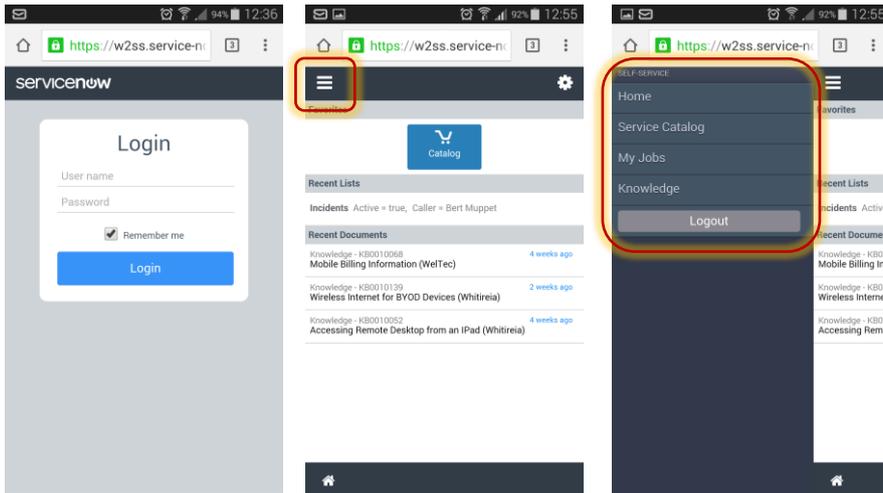
Here you are able indicate whether the Article and information was helpful, give it a Rating out of 5 stars ... or you can open the Feedback box and type in feedback commentary on the article. Simply click Submit Feedback when you are done!

The System on Mobile Devices & Tablets

The ServiceNow system is designed to run on Mobile Devices and Tablets ... and the look and feel of the system is different on those devices as it is designed specifically for smaller screen sizes!

Mobile Phones

Your Mobile Phone interface for the system will look much like the following, the menu will be accessed via the top left icon that looks like three parallel lines (see highlight in screenshots below).



Tablet Devices

The view on your Tablet devices will look much more like the normal computer version you will be used to, however it does still utilise the pop out menu accessed via the parallel lines.

