iServiceDesk

FCM iServiceDesk
User Manual
FY’14
This manual is intended to guide the JSU campus community through the steps to using the web enabled service request interface. This guide will show the user how to submit a request for FCM services, view request status, view all requests for a building, view work orders that result from requests, and view work orders within a date range for a building. These services will greatly improve the level of customer service provided to the campus community. Request inputted into this system go directly into the FCM work request and work order system for processing. This reduces the amount of time needed to process a request. This will also allow the customers the ability to review requests and work orders easily. We hope that the use of this system will increase the level of service that we will be able to provide you.

Table of Contents

- Logging into iServiceDesk
- Submitting a Work Request to FCM
- Querying Work Requests in iServiceDesk
- Querying Work Orders
- Pending Authorizations

For questions, comments or assistance using the iServiceDesk web interface, please contact Operation Staff Assistant or La’Kitha Hughes at (601) 979-2522. If you have problems with the site or the website is unavailable, please e-mail FCM at: fcm@jsums.edu.
Logging Into iServiceDesk

Before submitting an FCM work request through the iSD interface, all users must log into the system. When a user logs into the system a profile is applied. A profile allows a user to only submit, query and review items in buildings assigned to them to manage.

Click iService Desk on the Quick links page to prompt the login box. (Pictured below)

The user name and password (provided by FCM) must be entered to continue into the iSD website.
Click on this icon to start the process of submitting a request for FCM services.

Click on this icon to view Pending Authorizations, which are requests submitted for buildings the user manages, that require approval, of building manager, before being processed by FCM.

Click this icon to Query Requests that have been submitted, are pending approval, or have been accepted by FCM. The user can select a range of dates and view all request for a building in that timeframe.

Click this icon to Query Work Orders (Open or Closed) within a range of dates for a specified building.
Submitting a Request

Click this arrow to proceed to the Request Form.

Click this drop down to select the **Facility** the request will be submitted for. This list is limited by the users profile and in most cases consist of only one selection and can be left alone by the user.

Click this drop down to select a **building**. This menu is limited to the buildings in the users profile.

Click this arrow to proceed to the **Request Form**.
Submitting a Request

All fields with a red asterisk are required fields and must be completed before a request can be submitted.

The users selects the group that will perform the services being requested.

Select the Area, the services are being requested for, from this drop down. (If the area is not listed, include the location in the request comment field and submit to FCM).
Submitting a Request

The user must select the department that the request is for. This information may be used by FCM to provide services.

Type the details of the Service Request into this field. Please be as detailed as possible. This information will be used to provide the needed services.

Once the request information is completed, click the Submit button once. Wait for the screen, on the following page, to load.
Submitting a Request

This screen will appear after successfully submitting a request. The status of the request will be shown and a **Request Number** will be assigned. This is done by the system automatically.

This is the information the user provided while filling out the **Request Form**.
Query Requests

Requests for work submitted through iSD may be queried within the system. A user may only query requests for the areas assigned in their user profile. The following diagrams show the process for querying requests for a range of dates, for a building, and the results. This is a useful tool for managing the requests that are inputted into the system.

By clicking the “calendar” symbol, to the right of the date field, a “pop up” calendar will appear. Double clicking a date will place that date in the “date” field.
By selecting a “Repair Center” the user can narrow the list of requests for a building. If the user is unsure what “repair center” was used, “all repair ctrs” will return requests on all possible repair centers.

Click this arrow to submit Query.

After the query has run, all requests within the parameters set by the user will appear. The “Requested Date”, “Accepted Date”, and “Reject Date” will appear beside the requests in the appropriate column.

By clicking on a “Request Number” the user will be taken to the details of that specific request. (Shown on the next page, top image.)
The current status of the request is shown here.

The date the request was accepted is shown here.

The "Work Order", that is created from the request, is shown here and may be clicked to take the user to the "Work Order" details.

"Work Order" queries work the same as request queried, but the user has the ability to view only Open, Closed, or All Work orders by selecting the appropriate button.