QRG – Raising a Request

1. Launch Help Desk

From the One Source landing page

Step 1. Click on the **Help Desk** tab.

Step 2. Click **Service Requests** icon.

Step 3. Click on **Create Service Request** at the top right corner to create a new service request.

Note: On this page you can view all Service Requests created by you and its current status. An email notification is sent when the Help Desk Admin/Service Agent makes changes to your request e.g. change of status, request for additional information, etc.

2. Raise a Request

Step 4. Enter the below details then click **Save and Close**:

- **Title**: Short description about the issue.
- **Category**: Select relevant category for the issue.
- **Attachment:** Attach relevant screenshot if required.
- **Service Request Details:** Enter more information about the issue, if required, which could help Service Agents resolve the issue.

Note: The severity is defaulted as Low and can only be changed by the Admin/Agent based upon the details contained in their request.

Step 5. A New Service Request is created with a new **reference number** assigned and a confirmation email will be sent to you.

Note: Click on the reference number to view additional information.

Further Support

If you have any further queries, please contact the One Source helpdesk on **01922 654320**.