

QRG – Raising a Request

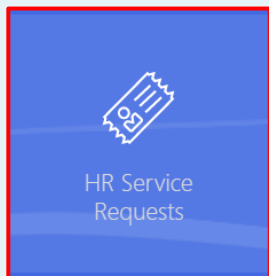
1. Launch Help Desk

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.

Create 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.

A screenshot of the 'Create Service Request' form. The form has a title 'Create Service Request' with a help icon. It includes fields for 'Title' (containing 'Unable to approve expense claim'), 'Category' (containing 'Expense Claim - I cannot approve'), 'Attachments' (containing 'None'), and 'Severity' (containing 'Low'). There are also buttons for 'Save and Continue', 'Save and Close', and 'Cancel'. The 'Save and Close' button is highlighted with a red box. Below the form, there is a text area for 'Service Request Details' containing the text 'I am unable to approve my staff member's expense claim using the self service'.

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.

Critical	Severity	* Reference Number	Title	Channel Type	Last Updated Date	Account	Primary Point of Contact	Status
	Low	0000007001	Unable to approve expense claim		12/05/20 18:40		Dummy Manager	New

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**.