معهــد الإدارة العامـــة Institute of Public Administration



IPA Help Desk

How to use Self-Service portal

[Version 1.0]

[28/12/1435 H]

الإدارة العامة لتقنية المعلومات Information Technology



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How to use Self-Service portal

Institute of public administration provides a new Help Desk system which allows users in the head office and branches to apply and monitor IT services, maintenance they request.

Institute of public administration help desk system plays an important part in the provision of IT Services. It is the first contact gate between users and general department of information technology to report when they have IT Services that goes wrong or not work as expected.

In order to make the process of reporting the issues related to IT much easier, Institute of public administration Service Desk provides you with a Self-Service Portal where you can report problems, and ask for IT services, search for a IT knowledge in our system IT solutions database for common issues before raising a request.

Using the Portal you can log your complaints and issues online with the help of a web-based application forms.

The targeted audience: Faculty Members at the Institute of Public Administration.

Notes:

User Name and Password used to login into your account in self-service portal is the same for your personal computer.

Identifying the content of faculty member's personal blog site: In order to access the home page, follow these steps:

- 1. Open a new internet browser page in the operating system.
- 2. Copy and paste IPA link (<u>http://helpdesk.ipa.edu.sa</u>) in the address bar of your internet browser, as shown in Image 1



Fill in the link for the new helpdesk in the address bar		
Helpdesk.ipa.edu.sa		
		اسم المستخدم
	الإدارة العامة لتقنية المعلومات	Username للمة السر Password
10		ل Keep me signed in Login / <u>Options ></u>
heir		إضغط هنا لعرض دليل الإستخدام
Copyright @ 2014 Institute of Public	Administration, All rights reserved.	Help Desk Software by IPA Information Technology - User Se

Image (1)

3. On Login Page, fill-in your personal computer windows user name and password, **as shown in Image 2**.

	Fill your User name in this field (on the network)	
	الإدارة العامة لتقنية المعلومات Information Technology	السريني المعالي المعالي المعالي المعالي
h	Fill your password in this field (on the network)	Keep me signed in Login / مدول / <u>Options ></u> when you finish click here إضغط هنا لعرض دليل الإير
Copyright © 2014 Institute of Pa	ublic Administration. All rights reserved.	Help Desk Software by IPA Information Technology - User Services

Image (2)



4. Once you successfully login to the "self-service" portal with your user name, you will observe the following components in the "self-service" portal, which provides a very useful information that enables you to take necessary actions, the following are available components on the main page, as shown in Image (3):

تحصيص إعدادات السيحيل الحررج [helpdeski]	الفاعدة المعرفية لتشبية المعلومات 🚽 التفاصيل الحاصة بعي	الصفحة الرئيسية طليات	الإدارة العامة لتقنية المعلومات Information Technology تتما طبات العدين واسينة (إنشط عا) مع
سندة نيبر سندم سنل منا بوابة خدمات المستفيدين	لإرسال طلبك (إضغط هذا) تعر موى فرابط أعلام المبلاع عن حرث مشكلة قر طلب الفصية		ملخص طلبات الخدمات والصيانة الخاصة بي شد سنة ()
يمكنك التقدم بطلبات الصيانة وخدمات تقنية المعلومات مرابع مرابع مرابع مرابع برابع مرابع المستقيدين الحال والعامة الفنية المعلومات	المُتَاعدُ المُعرِقُةُ للمهمين المُتَاعدُ المُعرِقَةُ للمهمين مين الذارة المُنام نينز معمله المنتوين لمد فاعت الإذارة العالمة لنتينية المعاريات يتري نظام عديد لمساعدة المنتين لم في كار محلول المعاريات المعاريات المعاريات المعاريات المعاريات المعاريات المعاريات المعاريات المعاريات المعار المعانيات المعاني الدين و الدين المعاريات المعاريات المعاريات المعاريات المعاريات المعاريات المعاريات المعاريات المعانيات المعانيات الدين و لدو المعانيات المعاريات المعاريات المعاريات المعاريات المعاريات المعاريات المعاريات المعانيات المعانيات الدين المعانيات المعاريات المعاريات المعاريات المعاريات المعاريات المعانيات المعاريات المعار المعانيات المعانيات الدين المعانيات المعاريات المعانيات المعاريات المعاريات المعاريات المعاريات المعانيات المعار المعانيات المعانيات الم		بنظر نوراند. بنظر نصبت بیظر نصبت الم بیم الطور علی إعلانات نقیبه حدیده الم بیم الطور علی إعلانات نقیبه حدیده



- Note: User interface are displayed in Arabic as default for all IPA personnel, in order to change the language settings please do the following:
 - Click the change setting link "تخصيص اعدادتي " on home page on the left top side of the page , as shown in Image (4):

[helpdesk1]	تخصيص إعداداتي التسجيل الخروج		
		Click this link	
	مشاهدة فيديو استخدام المدخل هذا		
	Image (4)		



Choose the language you wish to use from the list of languages available at the system, as shown in Image (5).

صيص إعداداتعي تسجيل الخروج [helpdesk1]	20				
			العاصيل الع	كرفية للغنية المعتوم	201 01
. استقدام المدفل هذا	شاهة فديو 🕞 ManageEngine Service	eDesk Plus - تخصيص إعداداتي - Google Chrome			x
	Channels Income in the second	usa/Language.do			⊙
موقع أعضاء هيئة التدريب	this field		تغبير كلمة المرور	تخصيص	
				إعداداتي	
هنا للإنتقال الى موقع اعضاء ة التدريب	انقر 🔍	مستعرض افتراضي	اختيار اللغة		
		مسترض افرامی Bosanski [Bosnian] Cymraeg [Welsh] Dansk [Danish]	تحديد المنطقة الزمنية	1	1
		Deutsch [German] English [English] Español [Spanish]	تحديد نتسبق الناريخ		
		Français [French] Hrvatski [Croatian]	تحديد نتسيق الرقت		
		Magyar [Hungarian] Nederlands [Dutch] Norsk [Norwegian]			
		Polski [Polish] Português [Portuguese]			•
	Portug	uês (Brasil) [Brazilian Portuguese] Slovenščina [Slovene]	الإدارة العامة لتقنيه	تف الأيفون القد قامت	:ات هوار
A P	adi	Srpski [Serbian] Suomi [Finnish] Svenska [Swedish]			زيد

Image (5)

1. Press save button "الحفظ", as shown in Image (6).



Home Page: This element displays the summary of request list of the logged user, which consists of all service and maintenance request reports, and this section displays the following components:

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- **Pending Requests:** This part displays all requests raised by IPA users that is yet to be resolved by the technicians of general department of information technology department.
- **Requests Awaiting Approval:** This part displays all requests raised by IPA users that are awaiting approval from department management or the management of general department of information technology department.
- **Requests Waiting Updates:** This part displays all service requests that needs your update if you have the proper privilege.
- Announcements: This section displays all announcements published by user support department in the general department of information technology department which is related to IPA services and IT knowledgement.
- Popular Solutions: This section displays Popular IT Solutions "Knowledge base" list the most common and frequently viewed solutions. You can also search for solutions by typing the keywords in the Search field. Select the solution link to view the solution details in the Solutions module.
- Submit your request link: This section displays a link where you can report maintenance and service requests, when you click this link you will view the service catalogue of all IT services provided by general department of information technology.
- My Approvals: If you are provided with the permission to approve service requests or purchase orders, then the same appears under "My Approvals" section.
- Personalize Link: by clicking this link you will be able to change the following:
 - User Interface language.
 - Time zone.
 - Date and time format to be displayed in the Help Desk system.
 - Your password to log into the "self-Service" portal.
- Services and Requests Catalog drop-down menu: This button groups all maintenance and Service requests based on the IT services categories provided by the general department of information technology at IPA.



In case of any problems regarding the Helpdesk application, please Contact Us:

Email: Helpdesk@ipa.edu.sa

Contact numbers: 4745666 / 4745777

Revision history

Version	Initiator	Description	Approved by	Approve Date
1.0	Obada Al-Shawaheen	User Manual has been initiated	General Management of information technology	28/12/1435 H