



IPA Help Desk

How to use Self-Service portal

[Version 1.0]

[28/12/1435 H]





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 (<http://helpdesk.ipa.edu.sa>) in the address bar of your internet browser, **as shown in Image 1**

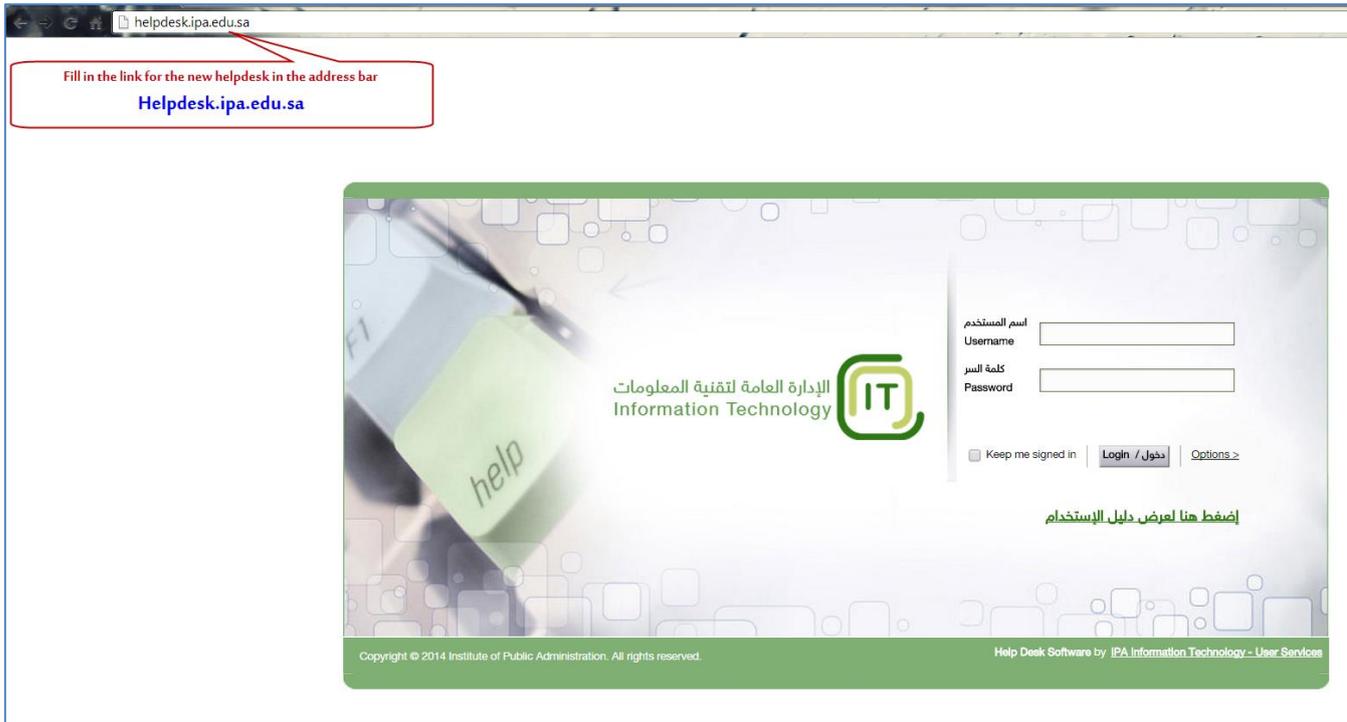


Image (1)

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

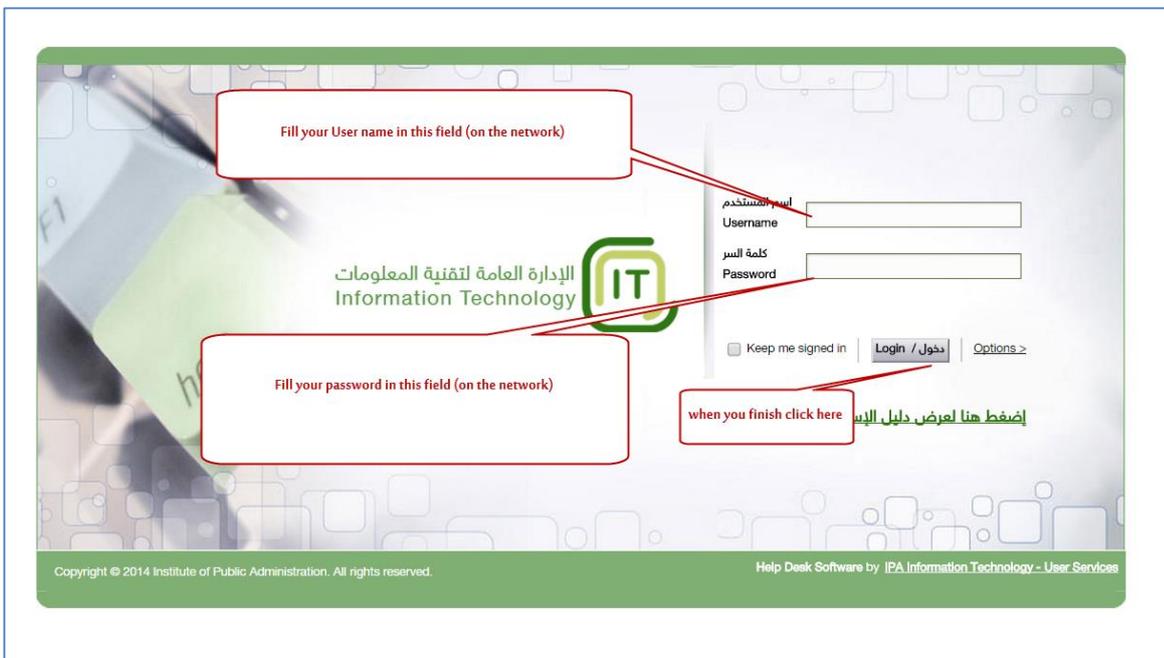


Image (2)

- 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):

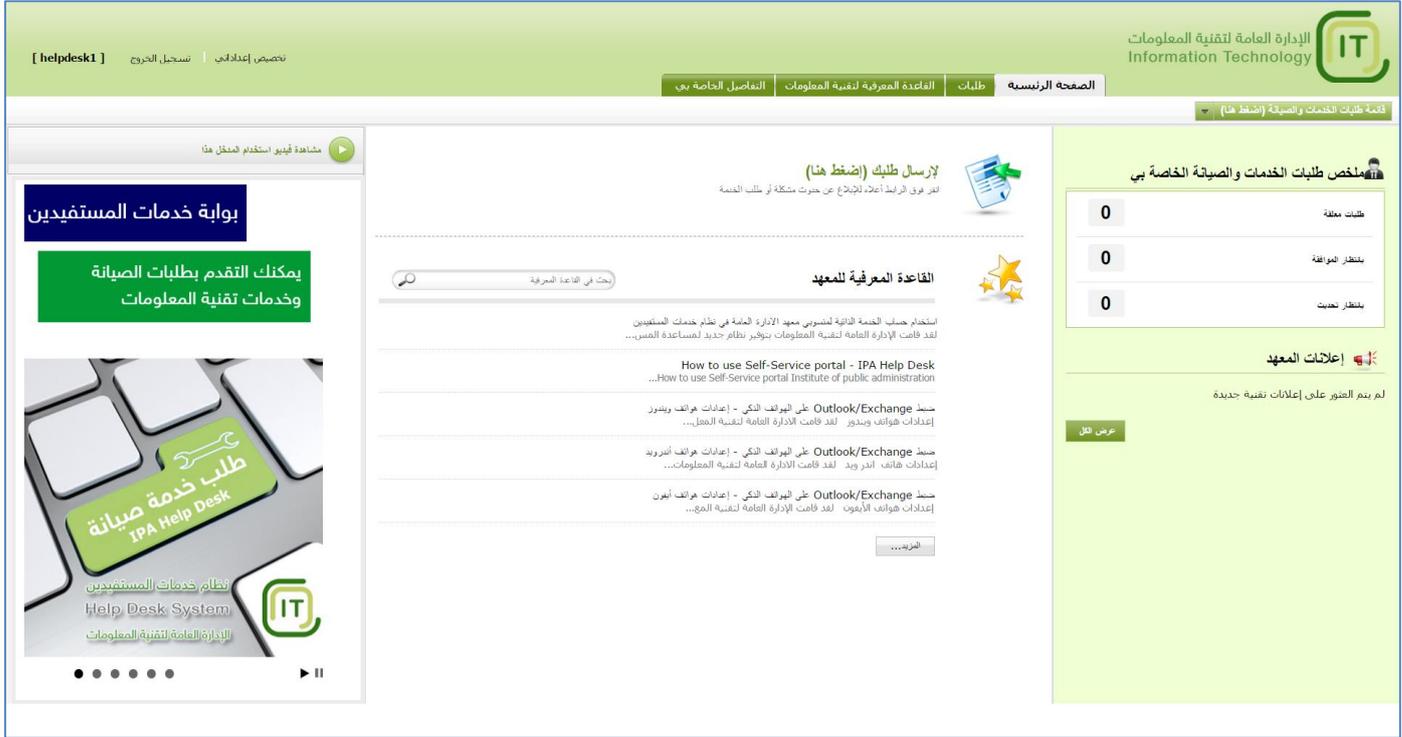


Image (3)

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 اعداداتي" on home page on the left top side of the page , as shown in Image (4):



Image (4)

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

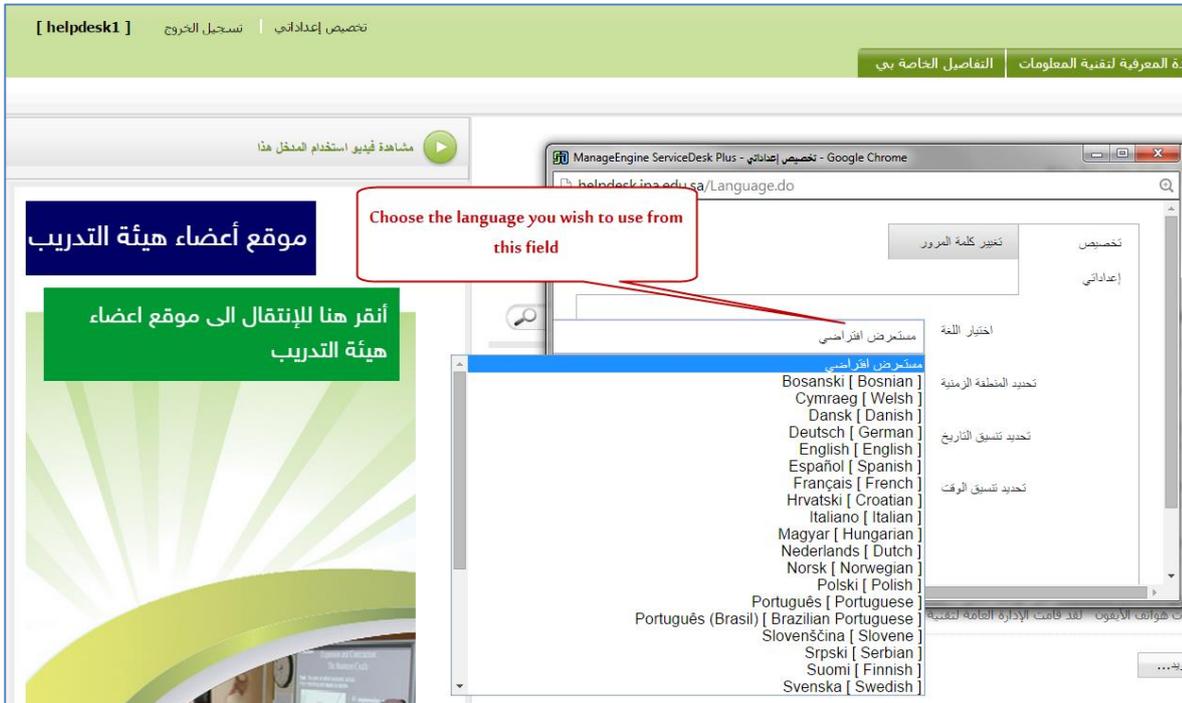


Image (5)

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

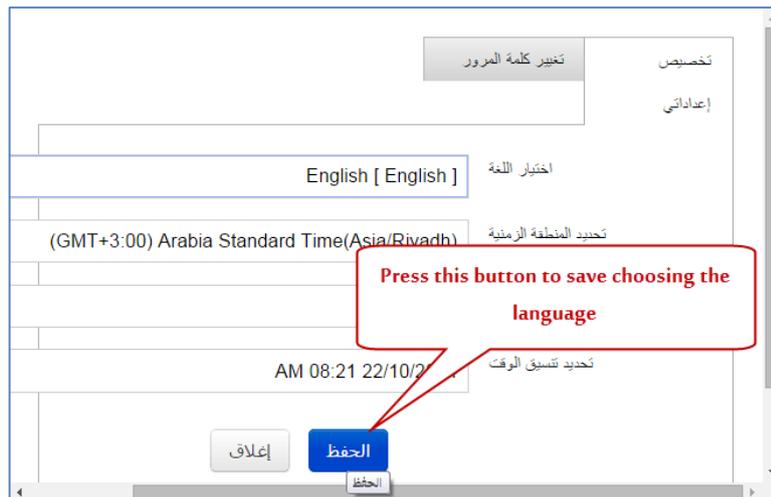


Image (6)

- ❖ **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:



- **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 knowledge.
- ❖ **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:

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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