



Ivanti Self-Service Portal

How to use the portal

Ivanti Self Service Portal

Introduction

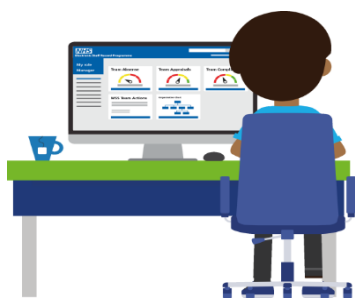


What is Ivanti Self Service?

Ivanti Self Service is an online portal that will enable you to log your own Incident or Service Request tickets with the NWL IT Team.

The Self-Service portal will give you access to news from the IT team, advise you on major outages that may affect the service, gain access to our knowledge base and FAQ section.

Tickets logged via Self Service will be triaged and dealt with within our standard SLA.



What are the ticket types?

There are two types of tickets which you can log with NWL IT Team via the Self-Service portal, Incidents and Service Requests.

An example of an Incident is when something is not functioning as you would expect it to under normal circumstances.

An example of a Service Request could be to request a reset of windows account password.

Below are some examples of the types of Incidents and Service requests that we deal with:

Incident Ticket Examples	Service Request Ticket Examples
Site Outage Application Outage	New Starter Request Leaver NHS mail request NWL Mobile for Corporate



Ivanti Self Service Portal

Navigating through the Self-Service Portal

Logging in Instructions

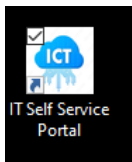
When logging into the Self-Service Portal you will be able to log in using your NHS Mail credentials.

There will be an icon/shortcut placed on all NWL managed devices to the Self-service page. If you don't have an icon/shortcut you can use the web address to reach the portal:

<https://selfserviceportal.nw.london.nhs.uk/Heat>

Please note that the web address for the Self-Service portal is accessible from both at work and from your home.

The Icon for accessing the self-service portal is shown below:



The login page for our self-service portal will look like the below screenshot.

1. To log in you will just need to click on “**Sign in with NHS mail**”, you will be redirected to an NHS Mail log in page where you will need to enter your NHS Mail email and password.

For IT support, please login to our self-service portal on this page.

Sign-in using your NHS Mail login details.

Further details about ICT support can be found on Collabor8.

North West London

User name

Password

Login

Sign in with NHS mail

[Forgot Password?](#)

TEL: 0203 350 4050

EMAIL: nhsnwlservicedesk@nhs.net

To learn more about our innovative IT Service Management solutions, visit our website at ivanti.com

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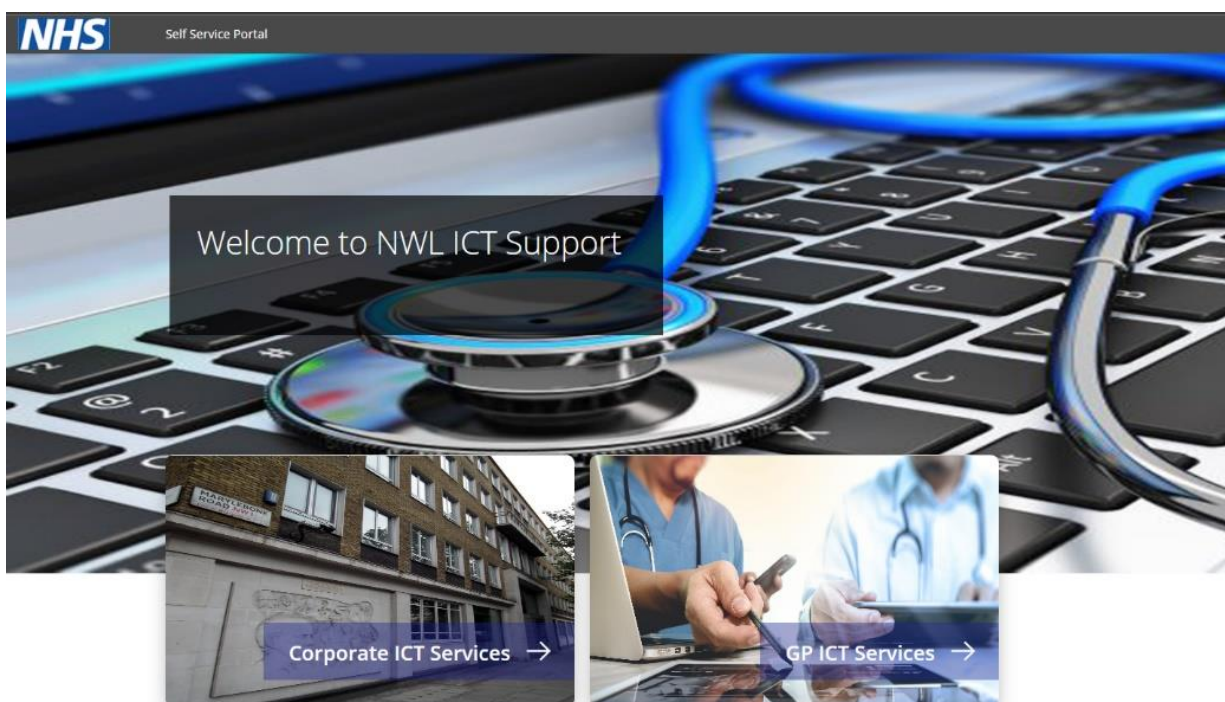
- Once you have signed in using your NHS Mail details you will be asked to select a role. To access Self-Service please select “**Self Service Mobile**”. Please be aware that “**Self Service Mobile**” might be the only role available to you at this time.

Select Role

Self Service Mobile

Submit

- You will then be asked to select which service you work for, either Corporate which is ICB staff or GP. Please be aware that you may only see one service available to you depending on whether you only work on behalf of the ICB or Primary Care.



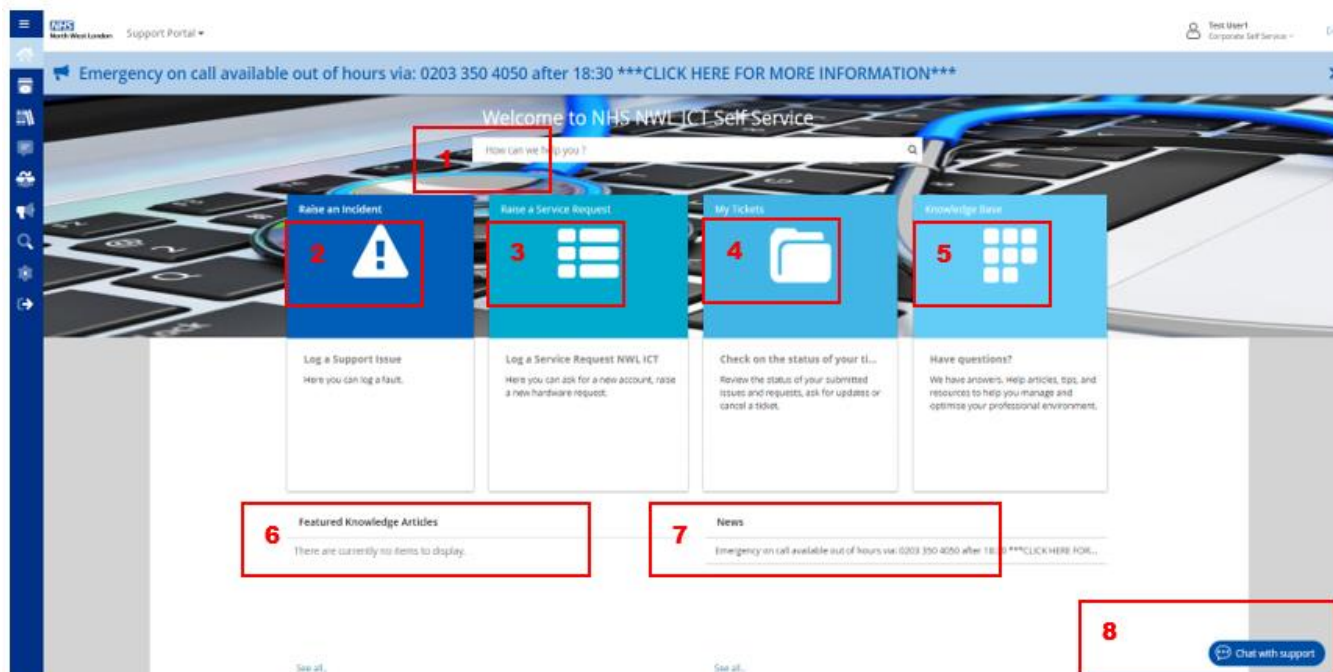
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Navigating through the Self-Service Portal

- After you have selected your service, you will land onto the Self-Service homepage. From the homepage you will have access to the below:

Numbered on image below:

- Search.**
If you are not sure what you are looking for type your query into the search box.
- Raise an Incident.**
Let us know if something is not working correctly.
- Raise a Service Request.**
Let us know if you need something, whether it is a new account or are asking for additional hardware.
- My Tickets.**
From here you can see all your tickets logged and check what the status is of any open tickets.
- Knowledge Base.**
Access our knowledgebase and you might learn something new.
- Featured Knowledge Articles.**
See our most viewed knowledge base articles.
- News.**
Key news from the ICT teams.
- Chat.** (Coming Soon)
You will be able to chat live with a member of the Service Desk team to discuss an issue or even to ask a quick question.



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Navigating through the Self-Service Portal

Logging a new Incident

1. Clicking the **“Raise An Incident”** button on the homepage will launch the below page, you will be asked to carry out some prechecks before logging an incident.



New Incident

Submit New Generic Incident

Disclaimer:

By logging this incident you are confirming that you have carried out the following checks before submitting the ticket:

- If working from a GP/Corporate site and that there are no major outstanding issues at your site, such as a power outage.
- If working from a GP/Corporate site and are reporting a hardware fault that this hasn't been logged by another member of staff already.
- If working from home that you have checked your home internet connection.
- If working from home that you have checked that you are connected to a form or remote access, AnyConnect or PCAC.

If this is an Emergency after 18:30, please call 0203 350 4050 and select Option 1 to send message to Pageone!

If you are logging a ticket outside of our working hours then this will only be picked up and dealt with during our working hours.

Our working hours are: Monday to Friday 08:00-18:30 and Saturdays 08:00-13:00.

Please tick to confirm.

2. Once the prechecks have been conducted you can tick the box on the disclaimer to complete the rest of the ticket to log an incident
3. Please follow the guidance in red to complete the incident ticket and to provide as much detailed information as possible. Failure to provide the information requested could result in a delay in dealing with the ticket or the ticket could be rejected.

Incident ID:
33970

Status:
Logged

If Location is not listed please put in Description box.

Incident Location

In the Summary box please provide one sentence to describe the fault you are having. E.g. Keep receiving error message on desktop, Emis or SystmOne won't load, printer jammed, etc.

Summary

In the Description box please provide as much information as possible about the fault, time it happened, what were you doing, what's not working, hardware details.

Please also provide where you are as in site name, room you are working in on site.

Please also provide your contact details and best days and times to contact you.

Description

None

B *I* U | »

Save Incident

4. When all the information has been populated, click **“Save Incident”**. Once you have clicked Save Incident you be emailed your ticket reference number and you can track the ticket in the My Items section of the Self-Service portal.

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My Items













The My Items section of the Self-Service portal is where you can see all your logged tickets with the NWL IT Team. You can check the status of your ticket, what is open and what has been resolved. You can also add additional notes to an open ticket or ask for an update on a ticket.

Please note that Practice Managers will be able to view all tickets raised against their practice.

Your tickets under the My Items section are searchable using the search box at the top or you can filter and sort your tickets using the filter and sort drop down options to the right of the search box.

My Items

All Sort By: ID Sort Dir.: Desc

 #32964 Referral Issues Please can you change the letter on s1 to the latest version. (AutoClosed) Closed 5 weeks ago	 #32711 testing testing testing testing testing testing testing testing (AutoClosed) Closed 5 weeks ago
 #32680 Testing closing of self service tickets Testing closing of self service tickets (AutoClosed) Closed 5 weeks ago	 #32333 General Enquiry General Enquiry Closed 16 weeks ago / Est. 1 week
 #29798 Password Reset Windows Password Reset Windows Closed 22 weeks ago / Est. 1 day	 #28072 Unable to reach server Tried to do a TV session, unable to reach. Resolved 16 weeks ago
 #28007 test incident creation via Self Service Portal by Raj and Paco test incident creation via Self Service Portal by Raj and Paco (AutoClosed) Closed 16 weeks ago	 #28003 test incident creation via Self Service Portal by Raj and Paco test incident creation via Self Service Portal by Raj and Paco (AutoClosed) Closed 16 weeks ago
 #28002 test incident creation via Self Service Portal by Raj and Paco test incident creation via Self Service Portal by Raj and Paco (AutoClosed) Closed 16 weeks ago	 #27960 Chat Subject Test incident creation via Chat Resolved 16 weeks ago
 #27948 Chat Subject test creation incident via Chat Closed 16 weeks ago	 #25899 testing tes=gwenoierngioer testing tes=gwenoierngioer (AutoClosed) Closed 21 weeks ago

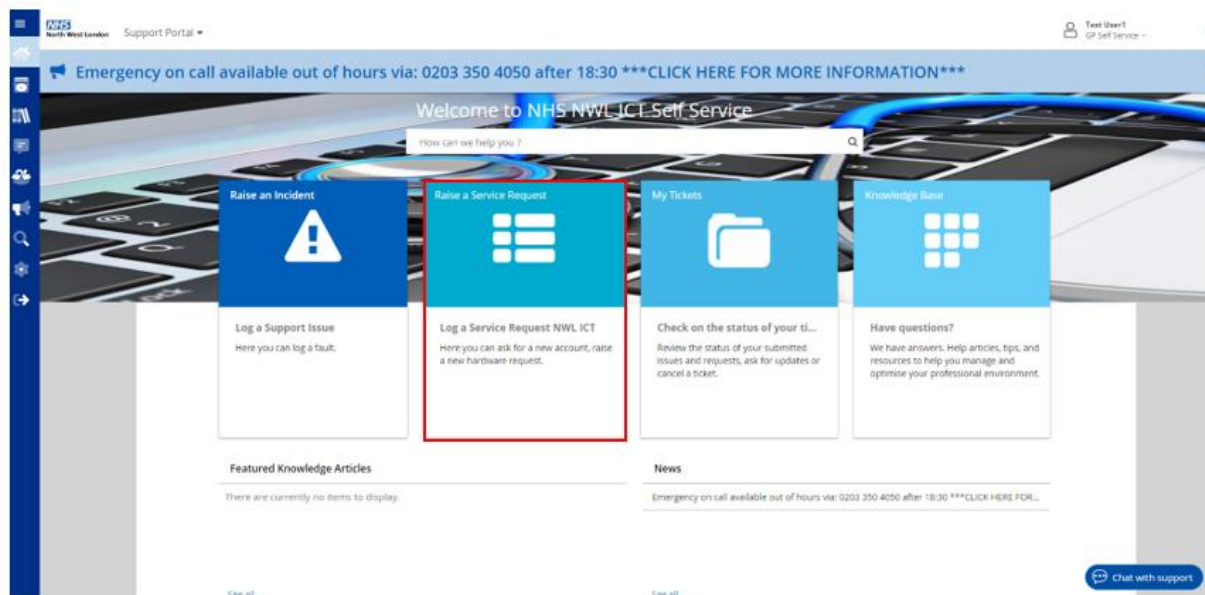
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Service Request

When you click on the **“Raise a Service Request”** button on the homepage you will be redirected to our Service Catalogue page where you can browse all our services you can raise a request against.

Please note that we are always adding to our Service Catalogue, this means that just because you cannot find what you are looking for this time around it might be added soon.



Below is a small selection of what is currently in our Service Catalogue. If you cannot find what you are looking for by browsing the catalogue there is a search box at the top, you can type in what you are looking for.

Filter Options

My Saved Filters

- Most popular
- Backup & Restore
- Directory Service
- E-mail Service
- General Services
- Hardware
- Remote Access
- Report New Incident
- Software
- Telecoms

Service Catalogue

Search

Popular Items

General Enquiry General Enquiry General Services	New Incident Submit New Generic Incident Report New Incident
NHS Mail - New Application Email Request This is for a new email address for NHS Mail. E-mail Service	NHS Mail - New Email Request This is for a new email address for NHS Mail. E-mail Service
NHS mail password reset Password Reset E-mail Service	NWL Hardware Disposal This is for Hardware Disposal Requests Hardware
NWL Hardware Request This is for new Hardware Requests Hardware	NWL Leaver Request This is for anyone leaving the organisation Directory Service
NWL Lost and Stolen Form NWL Lost and Stolen Form Hardware	NWL Mobile Device Request This is only for corporate staff for requesting a mobile phone Telecoms