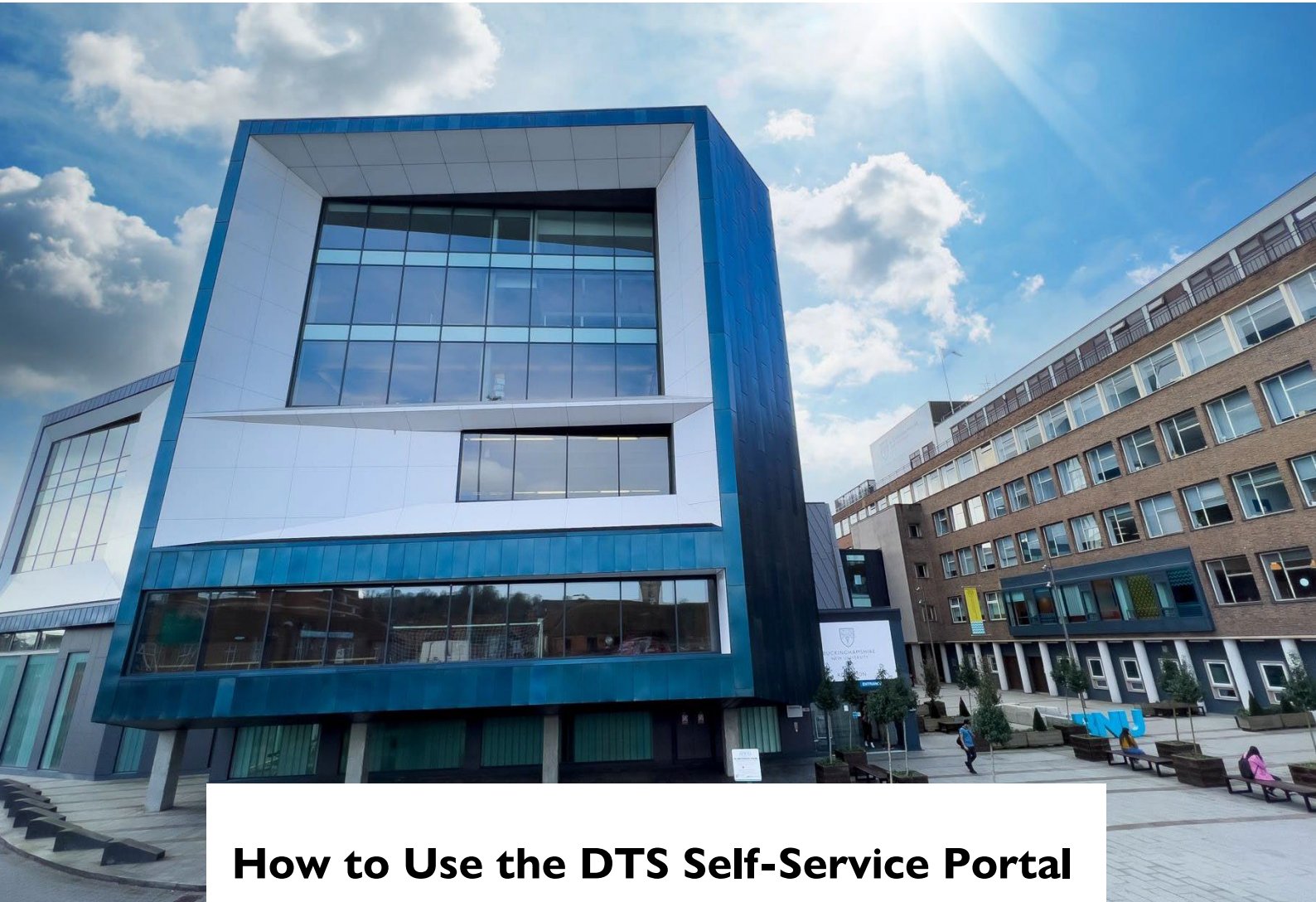




BUCKINGHAMSHIRE
NEW UNIVERSITY

EST. 1891



How to Use the DTS Self-Service Portal (BNU Staff)

Contents

Introduction	3
1) Using the Search Bar	4
2) My Tickets - How to View & Track Progress of your Tickets.....	5
2.1 Ticket List View	5
2.2 Sharing Tickets	5
2.3 Viewing Closed Tickets	5
2.4 Feedback.....	6
2.5 Reopening Tickets	6
Subpages with DTS Services.....	7
What You Can Find on Subpages.....	7
How to Log a Ticket or Submit a Request.....	8
3) My Account.....	9
4) My Workspace	9
5) Knowledge Base.....	10
6) Quick Start Guide to Digital Services.....	11
7) How to Use the Self-Service Portal	11
8) Feedback & Suggestions.....	11
9) Service Desk Information.....	11

Approved by: Digital & Technical Services Directorate

Version No. 1.0

Date published: Sep-2023

Owner: Digital & Technical Services Directorate

Review Date: Sep-2024

Introduction

The self-service portal (SSP) has been designed to transform the way you interact with our DTS services, making support more accessible, efficient, and user-friendly than ever before.

The self-service portal can be accessed by going to bnu.topdesk.net and logging in via the “**Log in to Self-Service Portal**” option with your BNU username, which is your staff email address (e.g., Jane.Bloggs@bucks.ac.uk) and password.

This document will provide guidance on how to navigate the self-service portal.

- 1) **Search Bar** (enter keywords to locate knowledge items related to your issue or query)
- 2) **My Tickets** (Keep track of your tickets, view updates from DTS and provide updates, share your ticket)
- 3) **My Account** (Account Security, Business & Teaching Applications, Email, Printing)
- 4) **My Workspace** (Hardware/Software/New Starter Requests, AV, Classroom Hardware & Software)
- 5) **Knowledge Base** (Search our extensive knowledge base to resolve your issue before logging a ticket)
- 6) **Quick Start Guide to Digital Services** (View information on what you have access to)
- 7) **How to Use the Self-Service Portal** (Video and Documentation included)
- 8) **Feedback & Suggestions** (Provide us with feedback so we can continue to improve service)
- 9) **Service Desk Information** (Check opening times and other information about the Service Desk)

Ask your question here!



Welcome to the Self-Service Portal for DTS Services

News

1

How to Log a Ticket on the Self Service Portal

Here you can find a quick video on how you can log a ticket on the self-service portal.

My Tickets



2

My Account



3

My Workspace



4

Knowledge Base



5

Quick Start Guide to Digital Services



6

How to Use the Self-Service Portal



7

Feedback & Suggestions



8

Service Desk Information

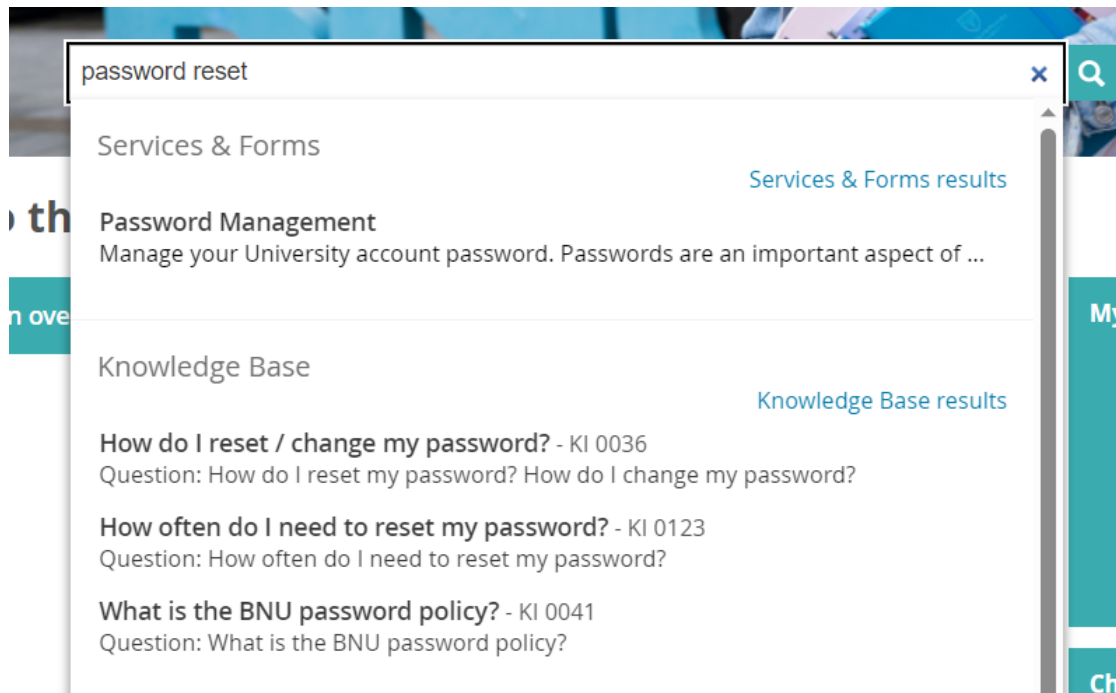


9

I) Using the Search Bar

The search function provides users with an option to search for service or application pages and knowledge items to help resolve their query or issues before logging a ticket.

Users can enter their questions or enter keywords to start searching for the relevant knowledge item. The use of keywords is encouraged as knowledge items are built with keywords in mind (e.g., password reset, business connect, blackboard, laptop request).



The portal will provide a list of all knowledge items as a search result, along with any relevant Services & Forms and Documents.

[HOME](#) > [SEARCH RESULTS](#)

Search results: 'password reset'

Show All (26)

Services & Forms

1 result

[Show all Services & Forms results](#)



Password Management

Manage your University account password. Passwords are an important aspect of computer security and are the front line of protection for user accounts.

Knowledge Base

20 results

[Show all Knowledge Base results](#)



How do I reset / change my password?

KI 0036

Question: How do I reset my password? How do I change my password?



How often do I need to reset my password?

KI 0123

Question: How often do I need to reset my password?



What is the BNU password policy?

KI 0041

Question: What is the BNU password policy?

Documents

4 results

[Show all Documents results](#)

2) My Tickets - How to View & Track Progress of your Tickets

From the “My Tickets” tile, you can track the progress of your open tickets, provide updates, view updates, share tickets with colleagues (if required) and view closed tickets.

2.1 Ticket List View

Clicking into any ticket allows you to view your ticket information and enter any updates as required or view updates from DTS.


[HOME](#) > [MY REQUESTS](#)

My requests

Show

Open ▾

All types of requests ▾



Password Management Issue

DTS-011574

I'm unable to reset my password as my email has changed and I no longer...

▶ Processing


2.2 Sharing Tickets

You can use the share button to share your ticket with colleagues in the university so that they can be kept up to date with your ticket and provide updates and track the progress of your ticket. This feature is useful when requesting something on behalf of someone, reporting an issue affecting multiple users in the same location.

[HOME](#) > [PASSWORD MANAGEMENT ISSUE](#)

Password Management Issue

DTS-011574



William Garner

Logged on September 13, 2023 at 11:37 AM

I'm unable to reset my password as my email has changed and I no longer have access to the account.
Please can you help?

Add reply

📎 Attach file

Send

↗ Share

Want to keep others in the loop? Know someone who can help you? Share this request. Who you can share this request with depends on the settings. Note that your personal data such as contact details will be visible.

▶ Processing

by Operator

Close

Object

[302 - Azure Resources]

2.3 Viewing Closed Tickets


When tickets are closed, you will receive an email advising you that your ticket has been closed with a link to view the resolution comments. Separate to this, if you want to view your historical closed tickets, you can select the option below to view these as required.

My requests

Show

Open ▾

All types of requests ▾



Open

Closed

All statuses

Password Management Issue

DTS-011574

I'm unable to reset my password as n

2.4 Feedback

On all closed tickets there will be an option to provide feedback in both written form and via a 1-5 rating. We kindly request all users provide feedback on all tickets so we can further improve our service.

Password Management Issue

DTS-011574

WG

William Garner

Logged on September 13, 2023 at 11:37 AM

I'm unable to reset my password as my email has changed and I no longer have access to the account.
Please can you help?



Operator

September 13, 2023 at 12:15 PM

Password recovery email has been changed to allow you to reset your password.
If you experience any further issues, please let us know or call 01494-605000 so one of the team can assist you.

Give feedback

How would you rate the way this request was handled?



Thank you for your speedy response.
I am now able to reset my password.

Send feedback

Share

Want to keep others in the loop? Know someone who can help you? Share this request. Who you can share this request with depends on the settings. Note that your personal data such as contact details will be visible.



Closed



Closure Date

September 13, 2023 at 12:16 PM

Reopen

Object

[302 - Azure Resources]

2.5 Reopening Tickets

If you want to reopen a ticket, simply click the Reopen button and then enter your reasoning for reopening the ticket. Once done, you will receive a confirmation that your ticket was reopened.



Closed



Closure Date

September 13, 2023 at 12:16 PM

Reopen



Closed



Closure Date

September 13, 2023 at 12:16 PM

Reason for reopening

Confirm reopening

Subpages with DTS Services

You can find details regarding various DTS services available to you in the two tiles found on the homepage – “My Account” and “My Workspace”. Each service has its own subpage and are built in the same format.

What You Can Find on Subpages

This section describes what constitutes a DTS service subpage. Multifactor Authentication (MFA) subpage within “My Account” tile is used as an example here.



Multifactor Authentication (MFA)

MFA is a process that helps to keep your University account safe by ensuring that only you can log in to it. It requires you to provide additional information, such as a code, to authenticate.

Multifactor Authentication (MFA)

(i) MFA is a process that helps to keep your University account safe by ensuring that only you can log in to it. It requires you to provide additional information, such as a code, to authenticate.

Please use the buttons located to the right to log a ticket with the Service Desk for your request or issue.

Passwords can be reasonably secure when they are long and complex, but there are numerous methods to gain access to systems via stealing passwords or breaking into vulnerable systems by other means.

MFA provides an added layer of security. For example, in order to access your account, a cyber-criminal would need to steal both your password and your phone. This decreases the likelihood that someone will be able to login as if they were you. In addition to offering greater security, MFA also helps the University to demonstrate compliance with data protection legislation including the GDPR.

The recent spate of high profile and devastating cyber-attacks on Universities has demonstrated that information security and cyber vigilance is more important than ever. You may already be familiar with MFA and use it for other personal services, such as online banking, Apple ID or Facebook. It is quick to set up and needs only to be done once.

The recommended method of authentication from DTS is to use the Microsoft Authenticator App.

Useful Links

[Microsoft My Sign-Ins Page](#) (update your password recovery options here)

[Authentication Methods - Microsoft Authenticator App](#)

[Common Questions about the Microsoft Authenticator App](#)

Videos

[What is MFA?](#)

[How to Register for MFA](#)

(ii)

Experiencing an MFA Issue? Click Here to Log a Ticket >

Update Authentication Method(s) >

(iii)

Frequently Asked Questions

Do I have to authenticate through MFA separately for each application or system?

Question: Do I have to authenticate throu...

What permission does the Microsoft Authenticator require on my device?

Question: What permission does the Micr...

How do I set up MFA?

Question: How do I set up multi factor au...

Multi Factor Authentication (MFA)

MFA is a process that helps to keep your ...

What do I do if I have lost my phone?

Question: I have lost my phone, how do I...

My password is secure, why do I need multifactor authentication?

Question: My password is secure, why do...

- (i) This area describes the service or application, its functions and provides other relevant information such as Useful Links, Videos and Self Help Guides
- (ii) On top right side, you can see forms (teal buttons) relevant to the service page which can be filled to log a ticket or submit a request with Service Desk

Experiencing an MFA Issue? Click
Here to Log a Ticket



Update Authentication Method(s)



- (iii) Frequently asked questions area consists of Knowledge Items (KIs) relevant to that specific service or application page. Click on these to view the full question and answer.

My password is secure, why do I need multifactor authentication?



KI 0122



Question:

My password is secure, why do I need multifactor authentication?

Answer:

Passwords can be reasonably secure when they are long and complex, but there are numerous methods to gain access to systems via stealing passwords or breaking into vulnerable systems by other means.

MFA provides an added layer of security. For example, in order to access your account, a cyber-criminal would need to steal both your password and your phone. This decreases the likelihood that someone will be able to login as if they were you.

In addition to offering greater security, MFA also helps the University to demonstrate compliance with data protection legislation including the GDPR

How to Log a Ticket or Submit a Request

To log a ticket or submit a request with Service Desk, go to the relevant DTS service subpage. You can view useful information and relevant links on the subpage. Knowledge Items (KIs) can also be found on the right-hand side. If you are unable to self-resolve the issue by referring to the available guidance, please go to the top right buttons to log a ticket or submit a request with the Service Desk.

The above steps are explained in detail below by using new starter request as an example.



New Starter

Complete the new starter form to smoothly onboard your new recruit by requesting hardware, software and make access requests ahead of their start date.

Choose the appropriate form to complete (New Starter Request for all BNU payroll employees, other forms for all non BNU Payroll users, single or bulk account requests)

New Starter Request >

Non BNU Payroll New Account Request >

Non BNU Payroll New Account Request (Bulk) >

Complete the form with all requirements for your new starter and click submit to register your request as a ticket with Service Desk.

HOME > MY WORKSPACE > NEW STARTER > NEW STARTER REQUEST

New Starter Request

This form is to be completed **exclusively by Line Managers or authorised staff members** to request IT account creation, access to systems, access to folders/shared mailboxes/distribution lists and issue of hardware to **new starters** at the University.

New Starter's Full Name *	<input type="text"/>
Job Title *	<input type="text"/>
Weekly Working Hours *	<input type="text"/>
Start date *	<input type="text" value="dd/mm/yyyy"/>
School/Directorate *	<input type="text"/>
Line Manager *	<input type="text"/>
Site *	<input type="text"/>
Office Location	<input type="text"/>
Employee Type *	<input type="text"/>
Requires Access to Business Connect? *	<input type="text"/>

New Starter Requirements

Please check the required hardware to be issued to the user
 *Issue of hardware and/or peripherals is dependent on user's role/kit that has been assigned

- ☐ Windows Laptop
- ☐ Windows Desktop
- ☐ *Desktop Mac
- ☐ *Macbook
- ☐ Keyboard
- ☐ Mouse
- ☐ Monitor
- ☐ Headset
- ☐ Webcam
- ☐ *USB Hub
- ☐ *Multiport Adapter
- ☐ *Mobile Phone

List any software the new starter requires access to other than the standard Microsoft Office Suite

To summarise, whether in My Account or My Workspace, simply all you need to do to log a ticket is find your relevant area and use the buttons (forms) located on the right-hand side.

If you cannot find a relevant area associated with your issue or request, please use the “Can’t Find What You Need?” option on the My Account and My Workspace pages to log a ticket.

3) My Account

By going into the “My Account” tile on homepage, you can find subpages regarding services and applications linked to your BNU IT account such as Password management, MFA, Email, File Storage, Printing, Business Connect, BNU Apps, Attendance Monitoring System and so on.

4) My Workspace

By going into the “My Workspace” tile on homepage, you can find subpages related to BNU hardware and software available in classrooms and available to staff on their BNU devices. By going into these subpages you can find submit requests such as new hardware request, new software request, new starter request and so on.

5) Knowledge Base

In the knowledge base, we have built knowledge items for users to reference to empower them to independently resolve any tech issues they may encounter.

The knowledge base has a Top 10 Most Viewed Items and the knowledge resources are categorised by application or service in alphabetical order.

Knowledge Base

Top 10 Most Viewed Items

- | | |
|--|--|
| 1. How do I reset / change my password? | 6. What is Panopto? |
| 2. Adobe Creative Cloud (BNU Staff Only) | 7. Does AppsAnywhere work on both Windows and macOS devices? |
| 3. Adobe Creative Cloud (BNU Students Only) | 8. Where can I get guidance/training on how to use Business Connect? |
| 4. How often do I need to reset my password? | 9. My session didn't validate. What should I do? |
| 5. ePAD | 10. Amending or Cancelling Approved Annual Leave |

DTS - Digital & Technical Services

[Adobe Creative Cloud \(BNU Staff Only\)](#)

[Adobe Creative Cloud \(BNU Students Only\)](#)

[AppsAnywhere \(BNU Students Only\)](#)

General News

[Welcome to TOPdesk](#)

[How to Log a Ticket on the Self Service Portal](#)

Each knowledge base area has its own landing page and all knowledge items relevant to that specific area.

Audio Visual

KI 0055



[Experiencing an AV Issue? Click Here...](#)

Report an issue with the digital screens, projectors, audio equipment in the classrooms and find out how to connect your device in the classrooms. There are multiple classrooms across all 3 main campuses and if a user experiences any AV (audio visual) issues, these should be reported immediately to the Service Desk so a technician can attend to resolve the problem.

Types of issues that may occur are:

- Display from laptop does not project to the screen
- Audio is not coming out from the speakers
- Poor picture and/or sound quality
- Issues connecting your specific device
- Camera output not showing on screen

For any issues experienced in the classroom or meeting room, please look to contact the Service Desk via an internal phone and calling extension 5000 or 01494-605000 (Option1).

For any non urgent issues, please use the report an issue form to detail the issue where you will be asked to confirm the room location and issue you encountered.

Useful Links

[Connect a Windows device to a projector](#)

[Connect a Mac to a projector](#)

[CleverTouch Plus Series - Getting Started](#)

Subitems

[How do I connect to the projector?](#)

Question: How do I connect to the project...

[Why is there is no sound in the room?](#)

Question: Why is there is no sound in the ...

[What is a CleverTouch screen?](#)

Question: What is a CleverTouch screen?

[What is a hybrid room?](#)

Question: What is a hybrid room?

[Can I connect any device when in a classroom or meeting room?](#)

Question: Can I connect any device when ...

[What different types of connections are there?](#)

Question: What different types of connec...

Knowledge items have been created to provide information to resolve a user's query or issue before they log a ticket. Each knowledge item has a number (e.g, KI 0205) and can be referenced when logging a ticket.

What different types of connections are there?

KI 0205



Question:

What different types of connections are there?

Answer:

There are multiple different types of connections to connect to a projector or digital screen in a classroom or meeting room.

Display adapters (HDMI, USB-C, MiniDisplay Port & Lightning) can be loaned out by staff only from the Service Desk by visiting the Service Desk at High Wycombe or booked ahead of your class by completing the loan request form on the self service portal.

HDMI

HDMI carries both sound and pictures.



6) Quick Start Guide to Digital Services

This tile will link users to the quick start guide which details DTS services available to you in the form of a PDF document. This will contain important applications and systems with their respective links.

7) How to Use the Self-Service Portal

Detailed guidance in the form of a video and documentation are contained here on how to use the self-service portal.

8) Feedback & Suggestions

We welcome feedback from all users, so we kindly request you provide us with feedback and/or suggestions on the self-service portal.

This can include (but is not limited to):

- Feedback on the self-service portal
- How you feel we can improve overall service
- Suggestions on adding information that you could not find.

9) Service Desk Information

Here you can find information on the Service Desk Team. They are the first point of contact for all IT issues and requests.

Information on the team can be found here, along with our current opening times.