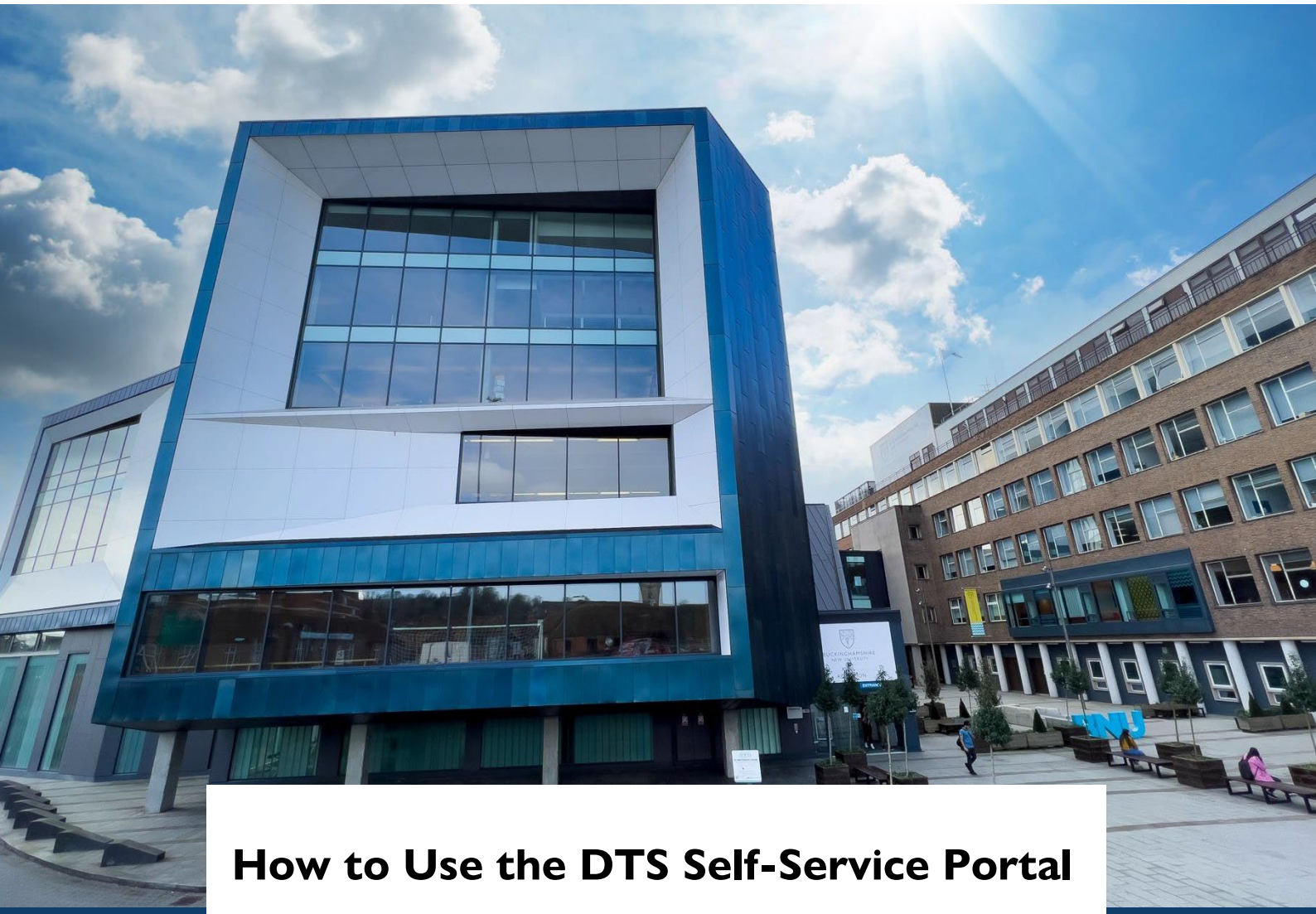
BUCKINGHAMSHIRE
NEW UNIVERSITY
EST. 1891



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

Contents

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

Approved by:	**Digital & Technical Services Directorate**		
Version No.	**1.0**	**Date published:**	**Sep-2023**
Owner:	**Digital & Technical Services Directorate**	**Review Date:**	**Sep-2024**

© 2023 Buckinghamshire New University

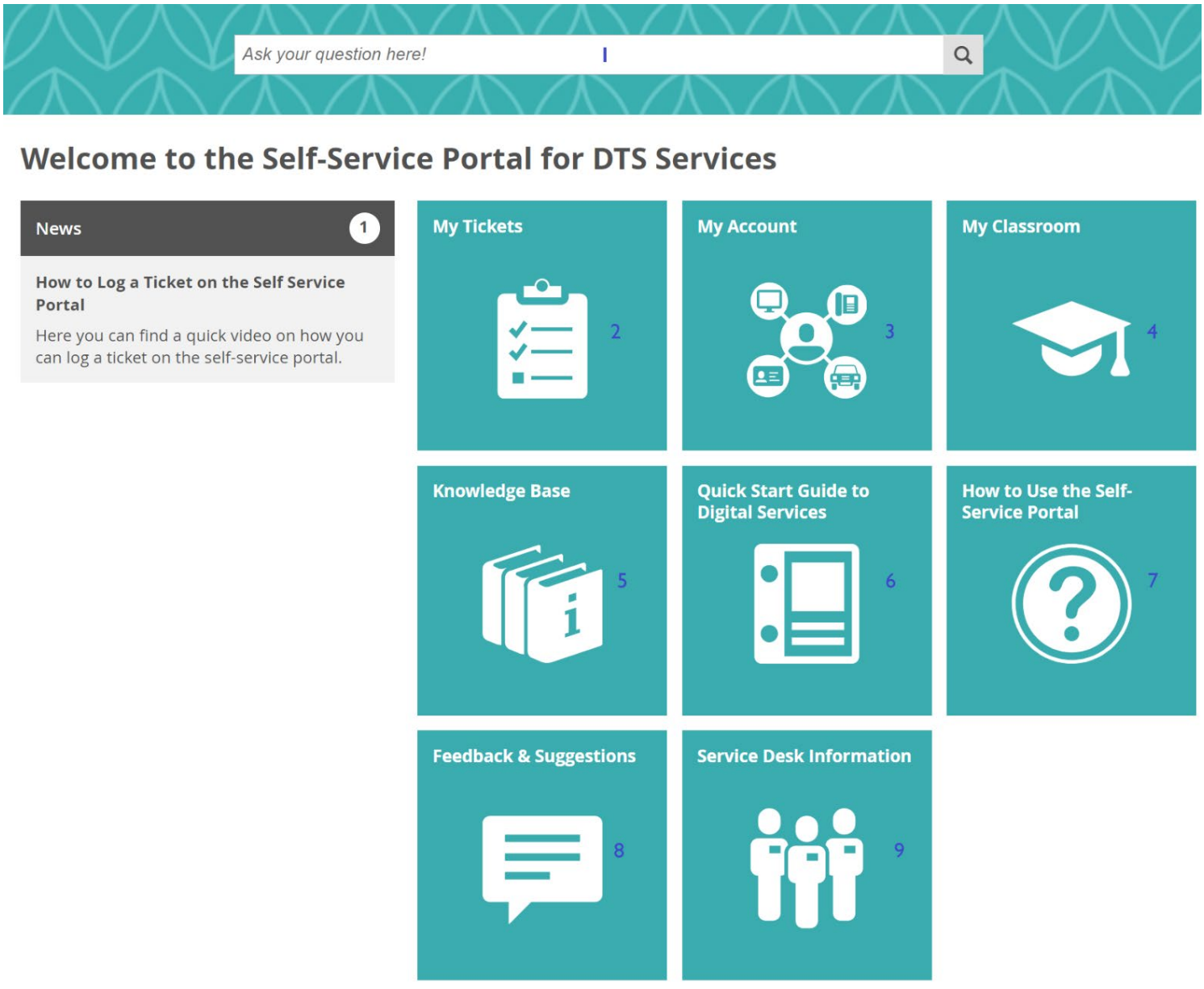
Introduction

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 student ID followed by @bucks.ac.uk (e.g, 99305064@bucks.ac.uk) and password.

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

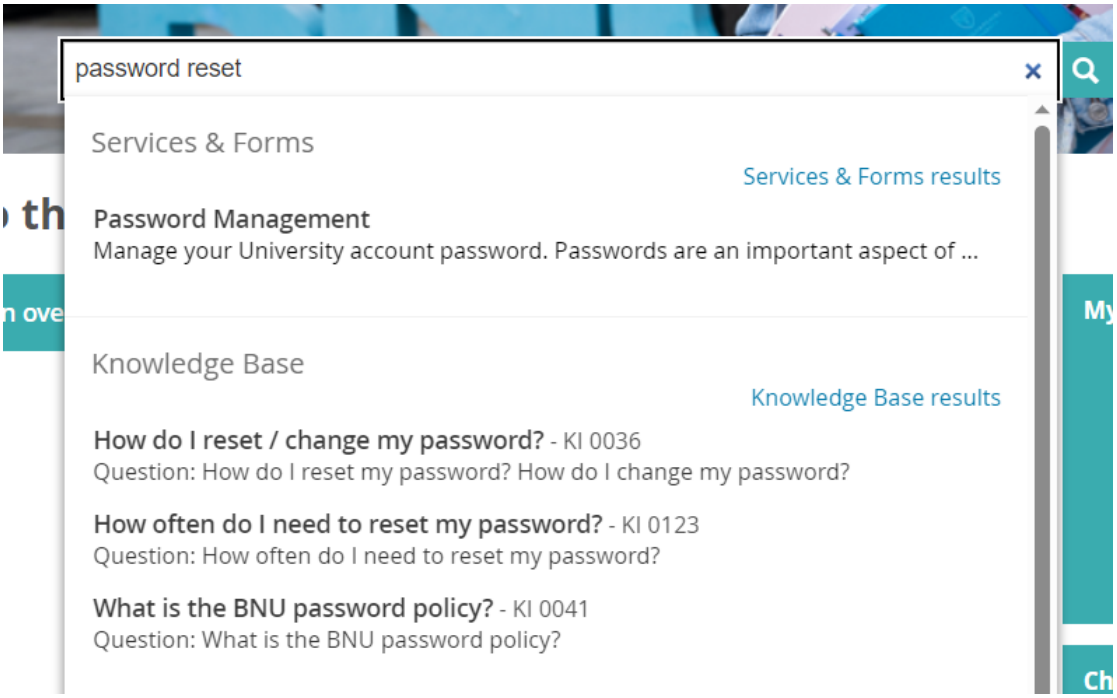
1) **Search Bar** (enter keywords to locate knowledge items related to your issue or query)
2) **My Tickets** (Keep track of your tickets, view updates from DTS and provide updates)
3) **My Account** (Account Security, Business & Teaching Applications, Email, Printing)
4) **My Classroom** (Classroom applications, Report issues with classroom software & hardware)
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)



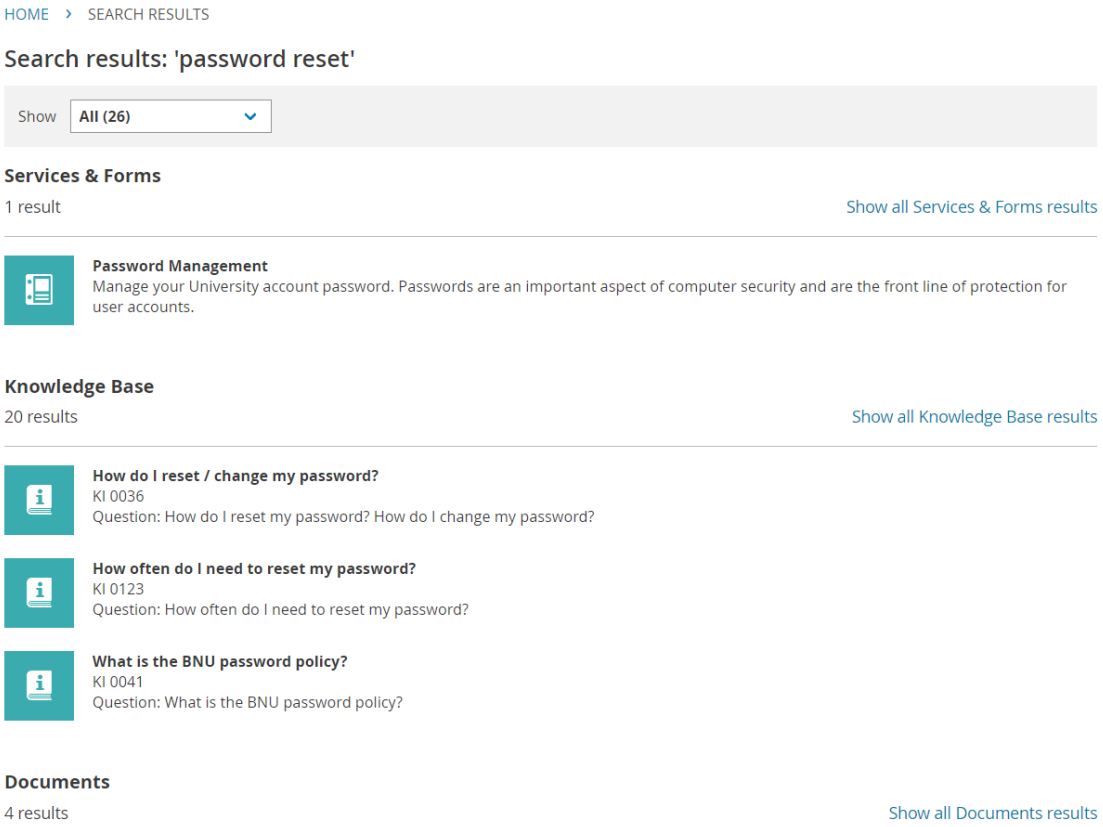
1) Using the Search Bar

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.

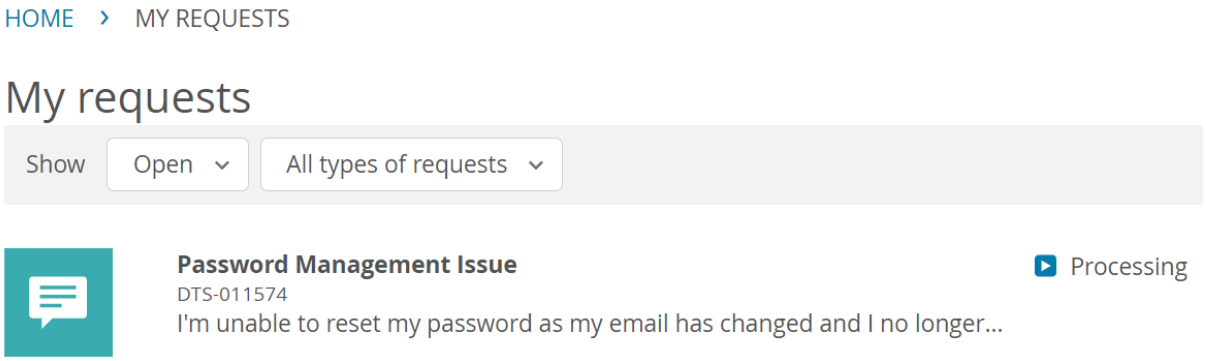


2) My Tickets

Here you can track the progress of your open tickets, provide updates, view updates, share tickets with colleagues (if required) and view closed tickets.

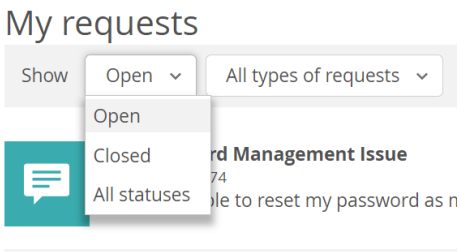
2.1 Ticket List View

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



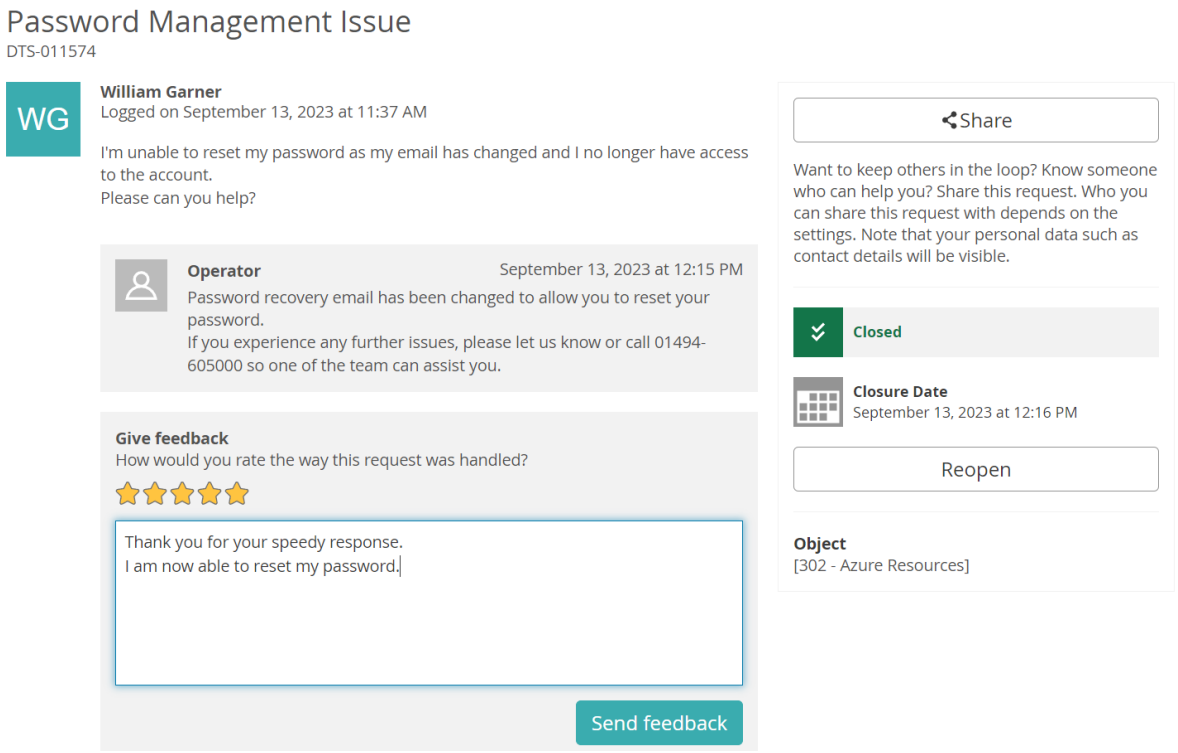
2.2 Viewing Closed Tickets

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.



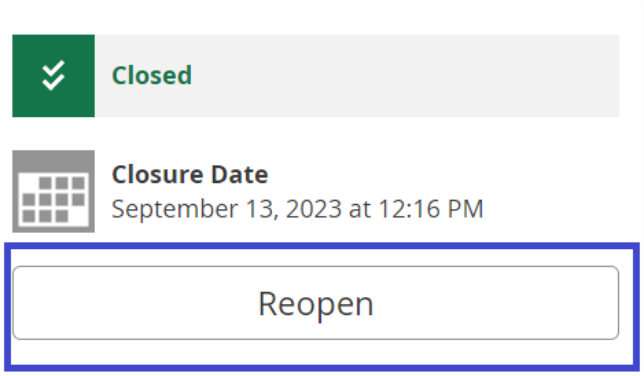
2.3 Feedback

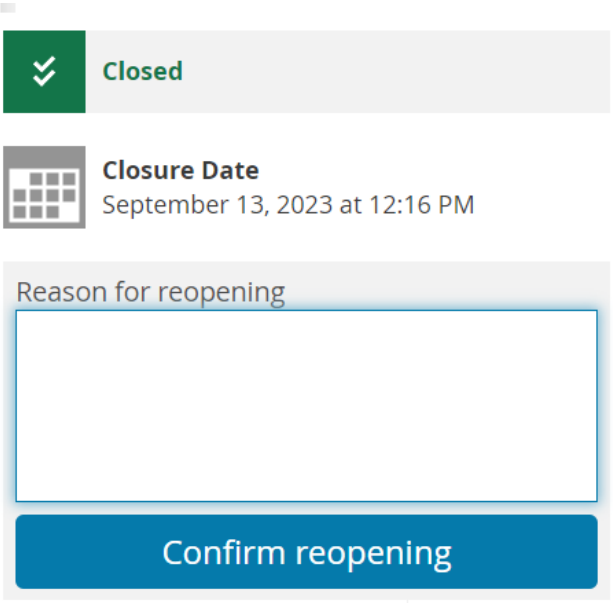
On all closed tickets there will be an option to provide feedback in both written form and via a 1-5 rating. We kindly request all users provide feedback on all tickets so we can further improve our service.



2.4 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.



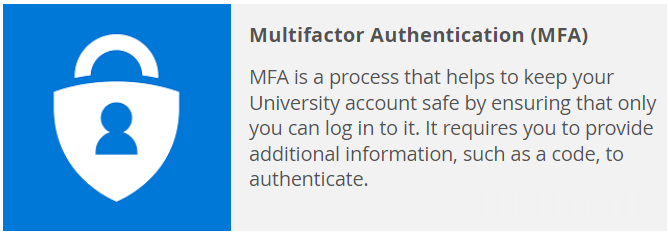


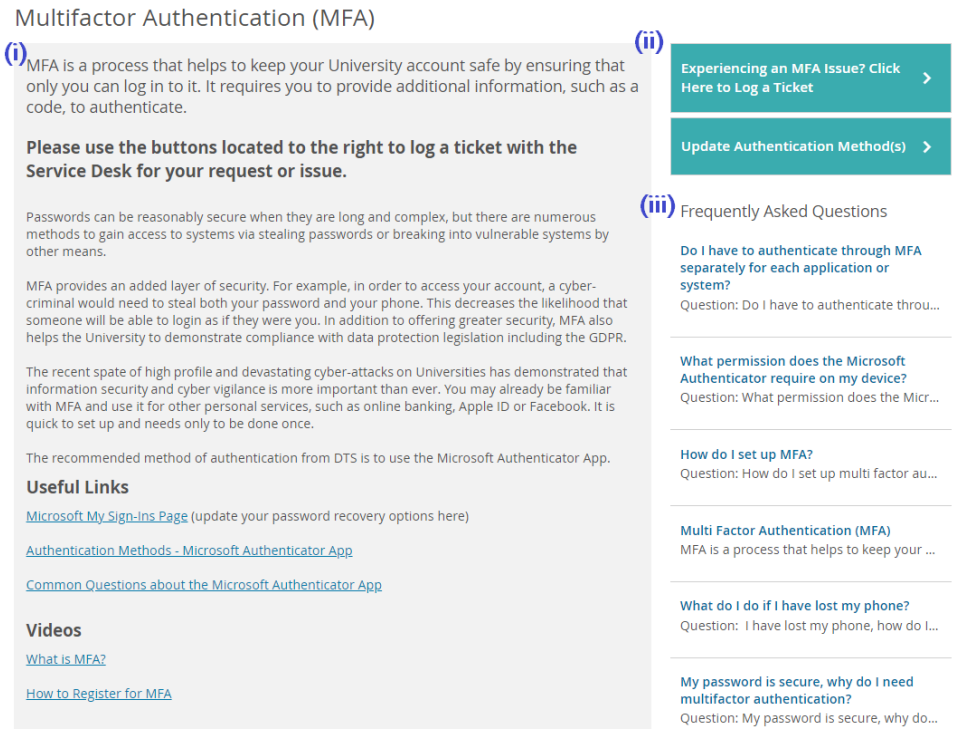
Subpages with DTS Services

You can find details regarding various DTS services available to you in the two tiles found on the homepage – "My Account" and "My Classroom". 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.

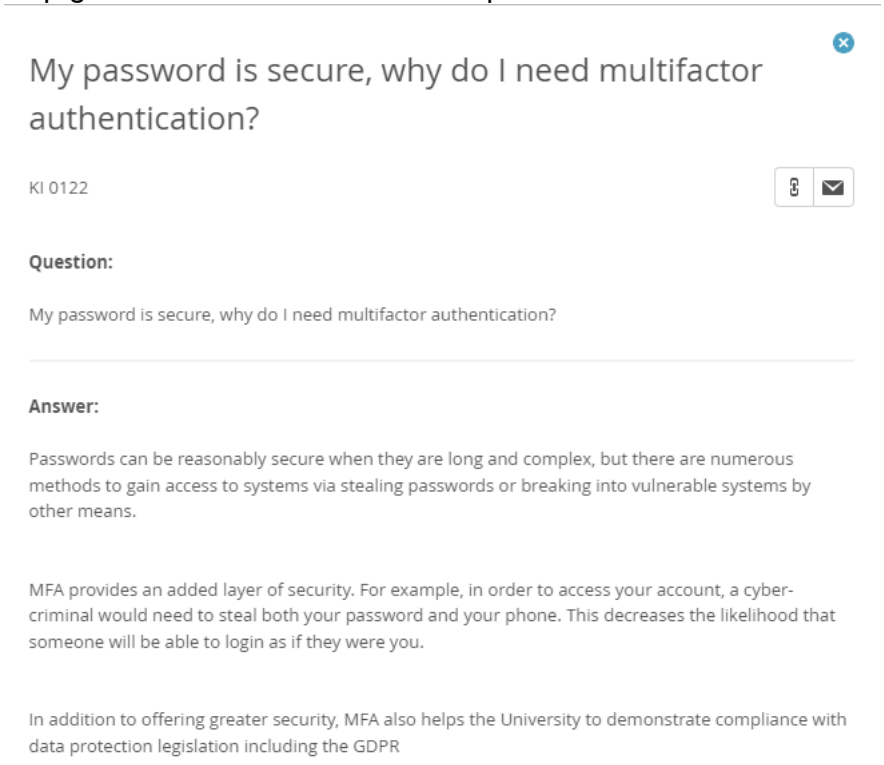




(i) This area describes the service or application, its functions and provides other relevant information such as Useful Links, Videos and Self Help Guides

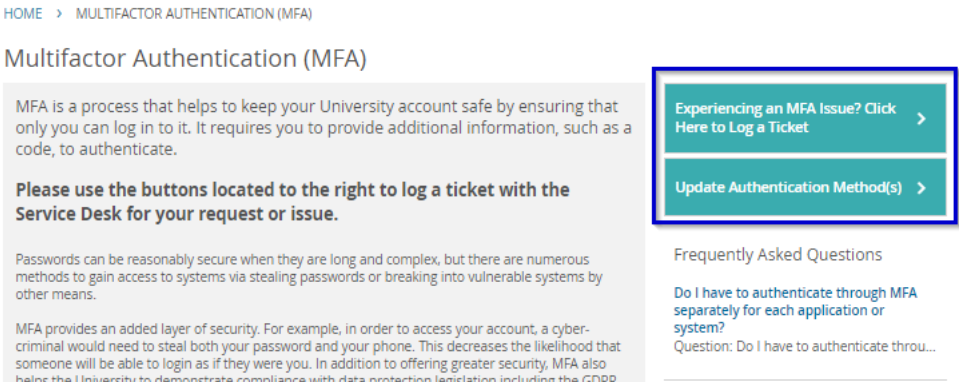
(ii) On top right side, you can see forms (teal buttons) relevant to the service page which can be filled to log a ticket or submit a request with Service Desk

(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.



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.



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 Classroom 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, Blackboard, MyBNU and so on.

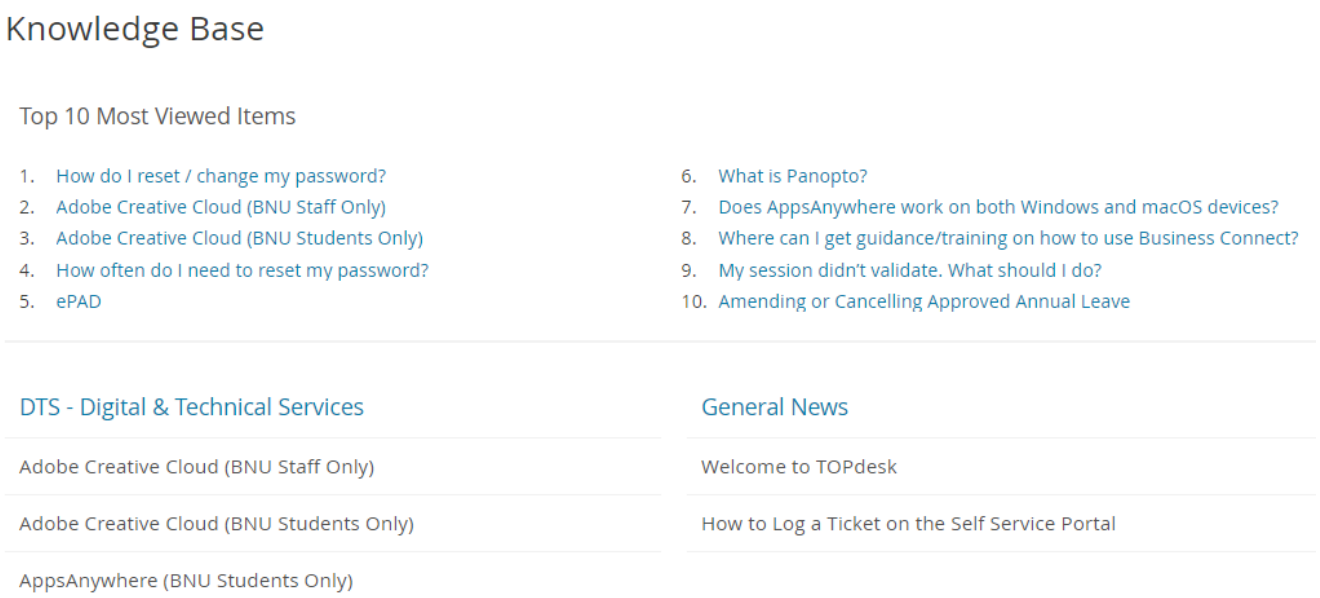
4) My Classroom

Similar to the My Account page, the "My Classroom" page has subpages linked to classroom related services.

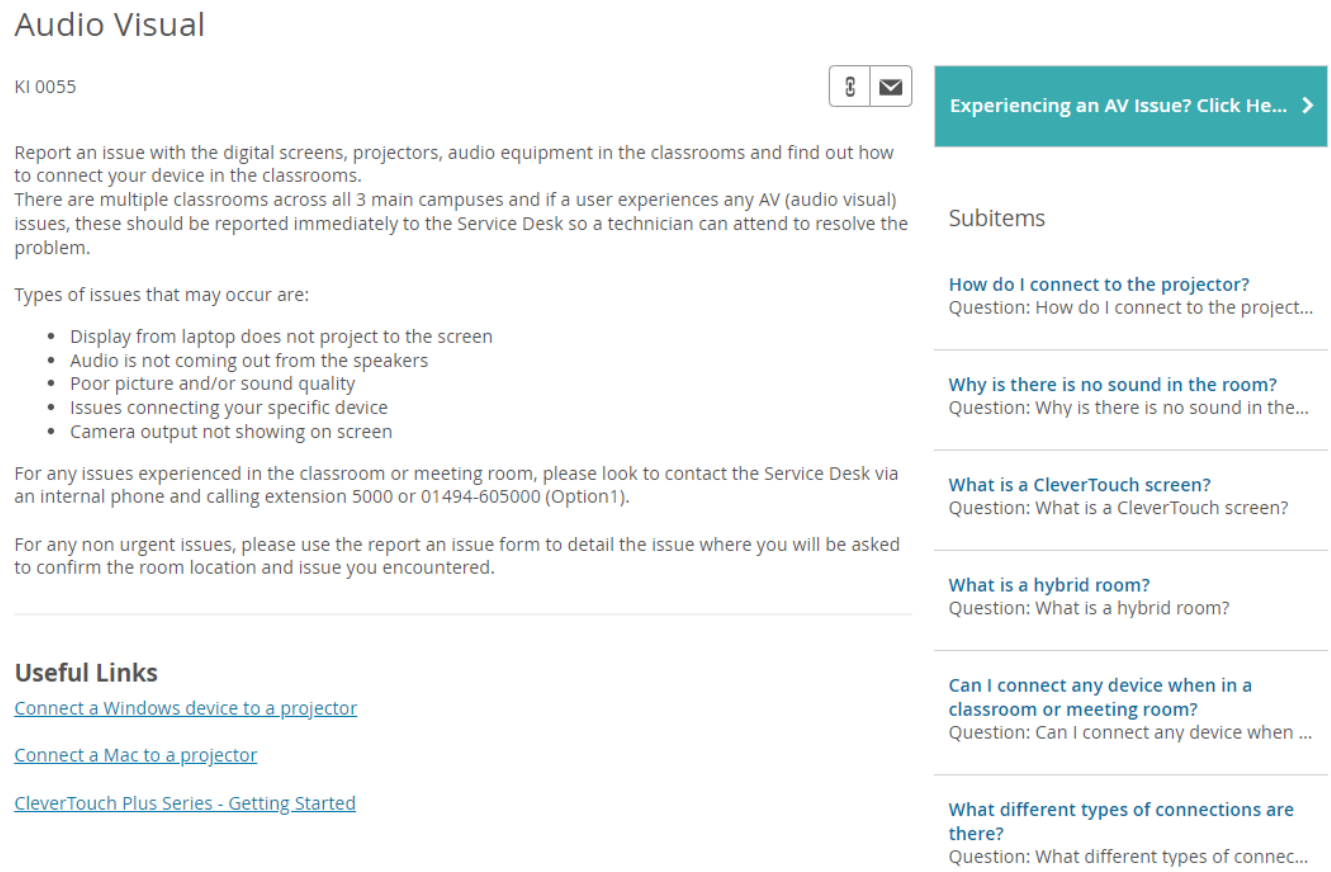
5) **Knowledge Base**

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.



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



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.