Service Desk QRG

This document is intended for Baylor employees seeking assistance with issues related to:

Procurement Accounts Payable Finance Payroll Human Resources Student Employment Reporting

I. Using the Service Desk in Ignite:

1. From the Ignite Homepage, click on the **Service Desk** tab.
2. Click on the **Service Desk** tile.
3. Many options are available:
    a. **Self-Help Search** – enter a keyword(s) in the search bar to search popular articles.
    b. **Browse Knowledge Articles** – scroll through available articles.
        i. The titles are bolded. Above the title, it displays the type of article, and at the bottom, it shows the date it was last updated.
        ii. To access an article, click on the bolded title.
            1. Users can **Rate the Article** based on its helpfulness using the star values on the right.
            2. To return to the landing page, click the word **Back** in the upper-left corner.
    c. **AI Assistance** – click the AI icon at the top of the page.
        i. Enter a question or prompt at the bottom of the new window.
        ii. The AI agent searches through the available articles for an answer.
        iii. Users can also use the AI agent to enter a Service Desk request for them, or they can enter one manually.

    d. Scroll down and click **Create Request** on the right side of the screen under the Popular Knowledge Articles.
        i. Enter a **Subject** in the field provided. This should be what the request is about.
        ii. Use the menu in the Request type field to select the appropriate type.
            1. Service Desk Request
            2. FMLA Request
            3. Student Employment Service Desk Request.
        iii. Use the menu in the **Topic** field to select the appropriate topic. Users can scroll or enter a keyword to filter the topics. Select the closest fit if the actual topic is not visible.
        iv. **Primary Point of Contact** defaults to the user entering the request.
        v. Enter a **Detailed Description**. Be as specific as possible.
            1. If the user encountered an error message, what was the navigation leading up to the error? Include a screenshot if possible. What browser was being used when the error occurred?
            2. If the request is a question, provide as much information as possible.
        vi. If the request has documentation backup, **Drag and Drop** the attachment into the field or click in the field to open a File Explorer.

1. Locate the file(s), then click **Open**.
2. The file name is displayed under the Drag and Drop and URL fields.

vii. Review the content for accuracy and thoroughness, then click **Save** in the upper right corner to submit the request.

e. Users can also scroll down to the **View My Requests** section for a list of all Service Desk requests entered along with the status, request number, and date it was last updated.

i. Click on the name of the Request to open a request.

Note: Once a Service Desk Request is submitted, a Service Desk Agent responds to the inquiry within the Service Desk module. However, these responses also appear in Outlook email. It is best practice to respond to the agent directly within the Service Desk portal. Agents strive to respond to requests within 4-6 hours, in most cases. *Seasonal requests can increase demand and lengthen response time.*

II. How to Check on the Status of a Service Desk Request

1. From the Ignite Homepage, click on the **Service Desk** tab.
2. Click on the **Service Desk** tile.
3. Scroll down to the **View My Requests** section for a list of all Service Desk requests the user has submitted.
4. Click on the name of the Request to open it.
5. Scroll down to the **Messages** section to view the most recent response.
   a. To view longer messages, click **Show More…**
   b. To respond to a message, click **Reply**.
   c. To create a new message to the service desk agent, click the **+ icon** on the right side of the messages header. Enter a subject, add the message, and click Send. The message now displays in the Service Desk Request messages.