Ignite Service Desk

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

Procurement   Accounts Payable   Finance   Payroll   Human Resources   Reporting

How to submit an Ignite Service Desk Request:

1. •From the Ignite Homepage, click on the **Ignite Service Desk** tab

2. •Click on the **Ignite Service Desk Requests** tile

3. •On the right side of the screen, click on **Create Service Request**

4. •In the Request Type field, use the dropdown menu to select **Ignite Service Desk Request**

5. •Enter a **Title** for your request - including a topic in your title is strongly suggested

6. •Your name will default as the **Primary Point of Contact**

7. •Use the dropdown menu to select a **Topic**. Most areas expand to provide additional options. Select the best fit - click **OK**.

8. •Use the dropdown menu to select your employment **Category**.

9. •If you have screenshots or additional information to provide, use the **+ icon** to add it as an **Attachment**.

10. •**Service Request Details** field: describe the issue or area of concern as thorough as possible to ensure a prompt response.

11. •Review all details are added and fields completed. Click **Save and Close.**

12. •A **Reference #** is assigned and status provided.

Once a Service Desk Request is submitted, a Service Desk Agent will respond to the inquiry within Ignite. These responses also appear in Outlook email. It is best practice to respond to the agent directly within Ignite through the Ignite Service Desk portal. Agents strive to respond to requests in less than 4-6 hours, in most cases.
Seasonal requests can increase demand and lengthen response time.

How to Check on the Status of a Service Desk Request

Ignite Homepage ➡ Ignite Service Desk tab ➡ Ignite Service Desk Requests tile ➡ Click on Reference #

Click on the **Messages** tab on the left side of the screen.
- Messages with green backgrounds are a direct response from the Service Agent.
- Messages with blue backgrounds are from the requestor.
- Messages with white backgrounds are from other parties assisting with the request.
- Messages between multiple parties may be tagged with **"Show Replies"** or **"Show More"** at the bottom

Click on the **Compose** button to respond to a message. Enter the reply and click **Post**.