Easy Vista Self-Service Portal

Visit https://servicedesk.fxplus.ac.uk

You will be presented with a **log in** screen (below).

Sign in with your university username and password

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| Username |
| Password |

Sign in

Log in using your usual **username and password**

Sign in with your university username and password

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Sign in

Once signed in, you should see the main **Home** page below:
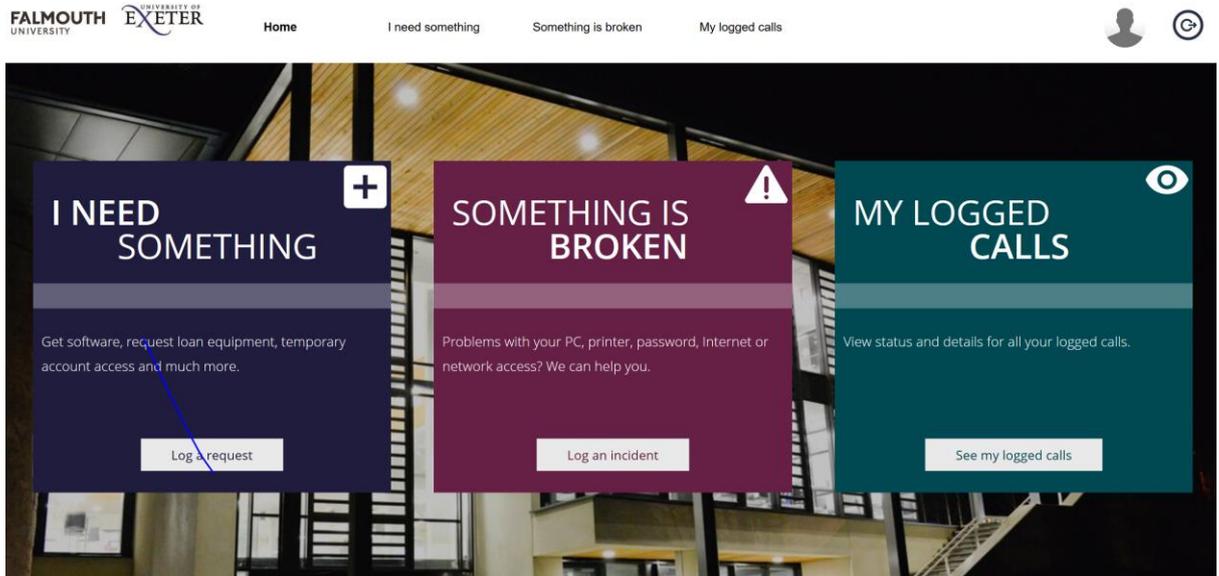
You can use the self-service portal to log new **incidents** and **service requests**, view the **status** of your logged calls and update as necessary.

If you would like to submit a new request for something, click on the **'I need something'** box. (An example service request may be: software to be installed/updated). You will see the screen below:
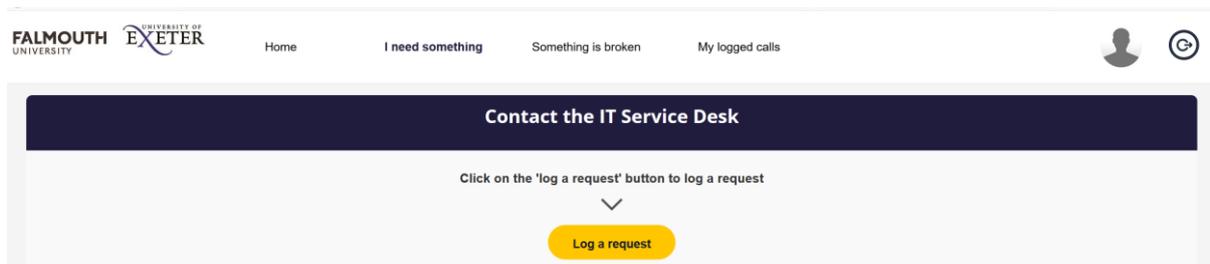
When you click on the yellow **'Log a request'** you will be presented with the box below:

Log a Request

Name

If you are submitting the service request on behalf of someone else, you can provide their details here.

Prisk, Gemma

Summary

Provide a brief summary of your request. *

Details

Provide details of your request. *

Add Attachments

Ok   Cancel

Complete the details as necessary and click on **OK** to s**ubmit your request.**

If you would like to log an incident, go back to the main **Home** page, and click on **'Something is Broken'.** Examples of incidents may be: PC or printer not working, email problems, logging in etc.

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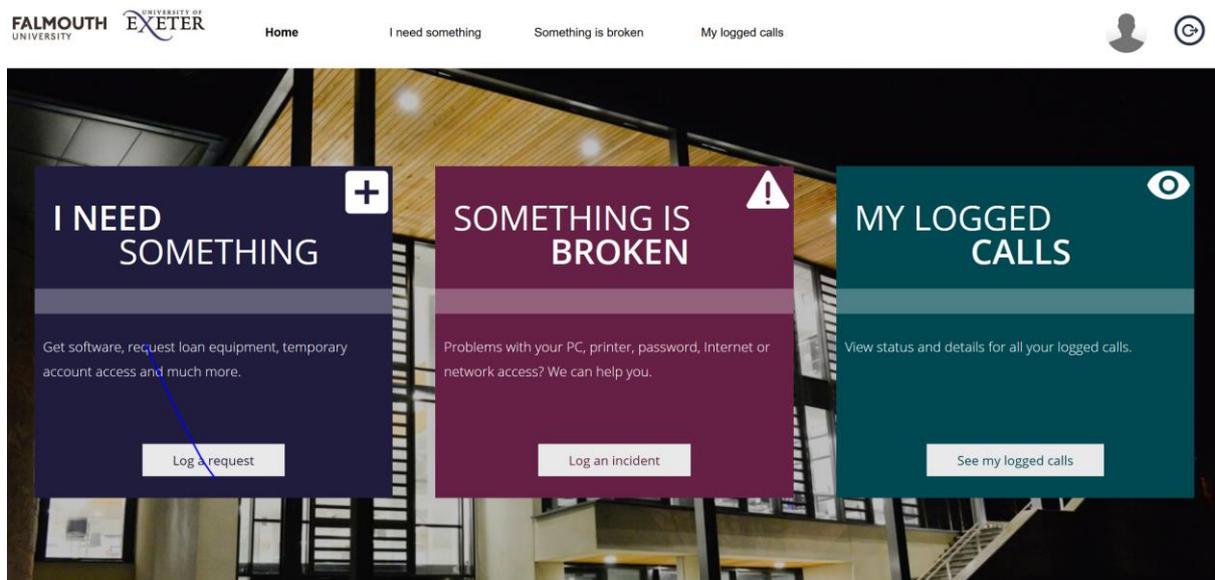
Contact the IT Service Desk

Click on the 'log an incident' button to log an incident

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Log an incident

When you click on the yellow **'Log an incident'** button, you will be presented with the box below.

Log an incident

Name

Update the details below of you are reporting the incident on behalf of someone else. *

Prisk, Gemma ❌

Urgency * | **Your Device Details**

2 - Medium ❌ | ❌

Summary

Provide a brief summary of your issue. *

Details

Provide details of your issue. *

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Add Attachments

Ok | Cancel

Complete the details as necessary and click on **OK** to **submit**.

You can also check the status of your logged calls and provide any updates through the self-service portal.

To do this, click on the **'My logged calls'** button on the home page.
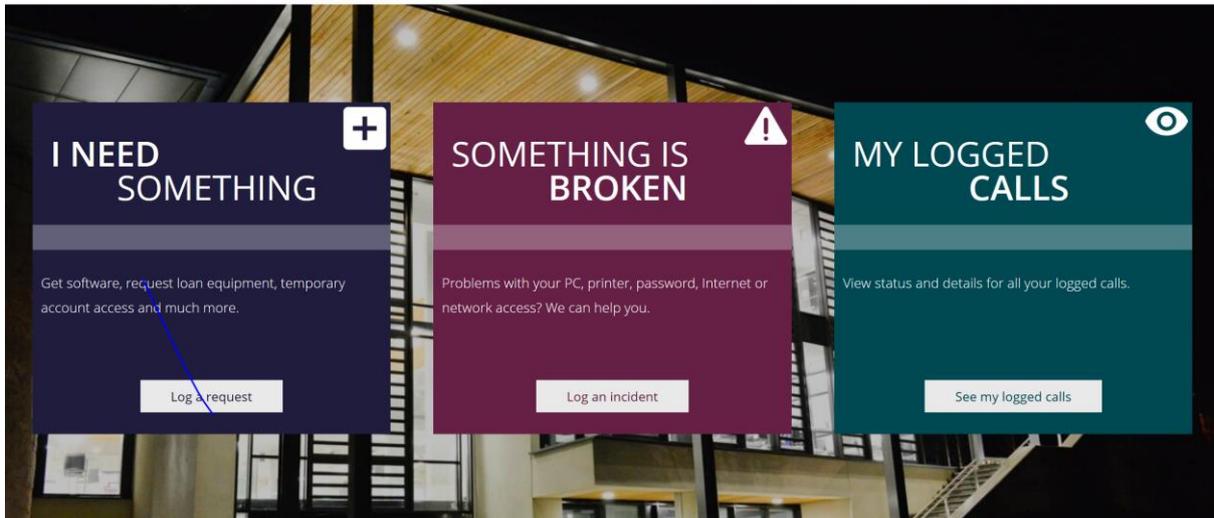
You will be taken to a screen which lists all of your logged incidents and service requests.

My requests	My incidents

Requests in Progress | All Requests

No request found.
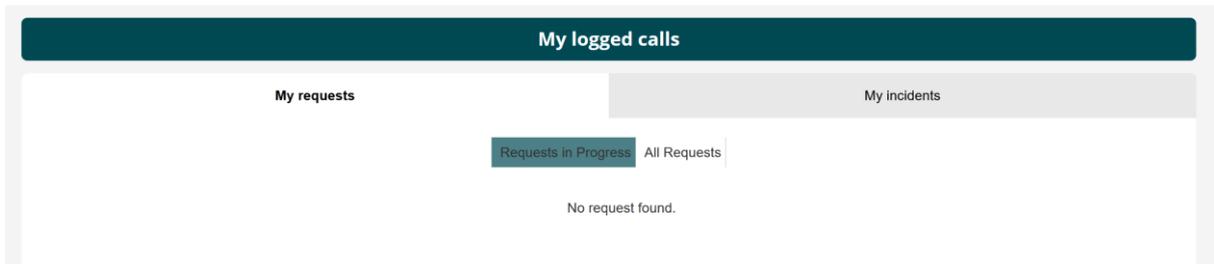
| My Requests | My Incidents |

Issues in Progress | All Issues

28/09/2018 10:38:06	INC006715
_Submitted via Portal	
Description :	
Target Resolution : 01/10/2018 09:38:06	
	More info

01/02/2019 10:36:14	INC019287
_Submitted via Portal	
Description :	
.	
Target Resolution : 04/02/2019 09:36:14	
	More info

You can click on the **'my requests'** or **'my incidents'** options to view more details.

From this page, you can also navigate back to the **Home** page

Home

Or view your **profile** and **log out.**

If you have any problems using the Easy Vista Self-Service Portal, please contact the Service Desk:

Email: servicedesk@fxplus.ac.uk

Telephone: 01326 213822 (Ext: 3822).