

Navigation and Login

- Navigate to one of the following web addresses:
- On campus: <https://service.csc.c.edu> or off campus: <https://csc.c.serviceprocloud.com/cloud9>
- Type in your CSCC username and password
- Click Login or hit the Enter key on your keyboard

Welcome to the IT Support Center at CSCC

If you are unable to sign in, please call us at 1-614-287-5050 or e-mail us at helpdesk@csc.c.edu.

Check out answers to common questions at: <https://kb.csc.c.edu/>

Business Hours

Mon-Fri: 7:30am to 10:00pm ET
Sat: 7:30am to 6:00pm ET

Clicking on "Forgot Password?" will
Redirect to password.csc.c.edu

The screenshot shows the login interface for the IT Support Center. At the top right, there is a language selector showing 'US'. Below this are two input fields: the first is for the username, indicated by a person icon, and the second is for the password, indicated by a key icon. A blue callout bubble points to these two fields with the text 'Username and Password fields'. Below the password field is a blue link labeled 'Forgot Password?'. A blue callout bubble points to this link with the text 'Clicking on "Forgot Password?" will Redirect to password.csc.c.edu'. Below the link is a dropdown menu currently showing 'efed.csc.c.edu'. At the bottom left of the form is the text 'Keep me signed in' next to a toggle switch that is currently set to 'Off'. At the bottom right is a blue 'Login' button.

Find and Change Profile Settings

- Once logged in, the home screen will load.
- The Side Bar, on the left, is used to navigate. (It can be hidden by clicking on the gray arrow.)

The screenshot shows the Columbus State IT Support Services home screen. The top navigation bar includes the logo, a search bar, and a '+ New Request' button. The left sidebar contains navigation options: Home, My Requests, and Knowledge Base. The main content area is divided into several sections: 'Service Catalog' with 'Top Requests' (Asset Liquidation Quick Request, Equipment Delivery Quick Request, Equipment Pick Up Quick Request, Event Quick Request, Ricoh Quick Request) and a 'Browse Catalog' search box; 'Most Viewed Articles' with links for software contact info, wireless setup, equipment costs, Firefox cache, and backup instructions; and 'Recent Updates'. A 'Messages' section is visible at the bottom. Callout boxes identify the 'Side bar', 'Home screen', and a 'Show/Hide arrow' button in the sidebar.

- To change profile settings, with the side bar showing, click on the drop down arrow on the right of the profile name
- Click on Profile

The close-up shows the user profile dropdown menu. The profile name 'Gerry User' is shown with a drop-down arrow. The menu options are Profile, Sign Out, and Messages. A callout box points to the profile name and arrow.

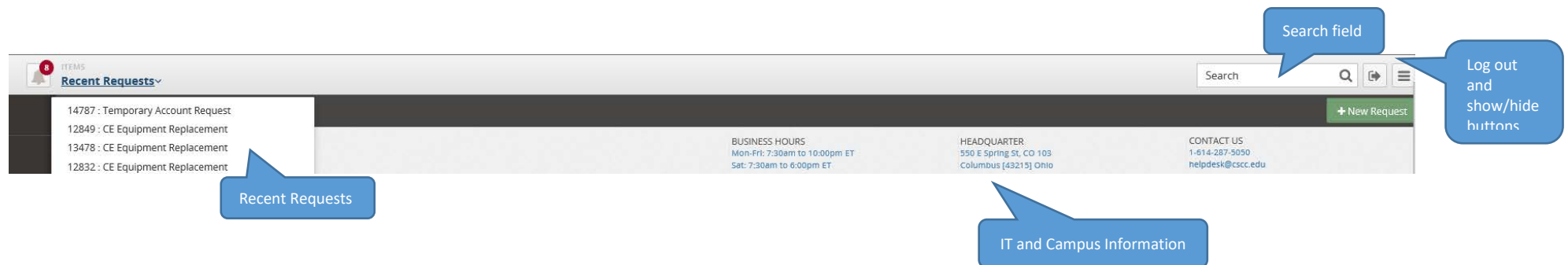
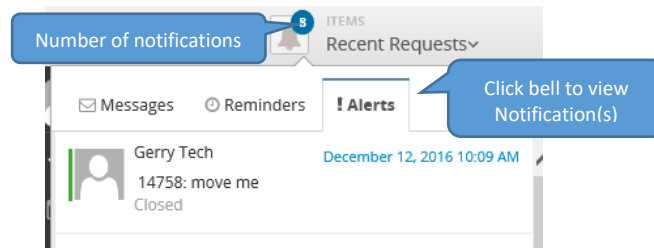
- The profile page will open.
- In the profile page, add or edit home and cell number, email address, and avatar.
- Choose font size and color, text notification settings, color scheme, and home screen widgets.
- Once changes are made, make sure to hit the save button at the top left.

The screenshot shows a user profile page for 'Gerry Mander'. At the top left, a blue callout bubble points to a 'Save' icon with the text 'Save button'. To the right of the user's name, there are four red 'Empty' labels with underlines, and a blue callout bubble points to them with the text 'Click to edit underlined fields'. Below the name is an 'Avatar' section with a 'Change Avatar' input field, a 'Browse' button, and a 'Remove' button. A note above the input field says 'This file size must be less than 20KB.' The 'Default Font Settings For Memo' section includes options for 'Font Name' (Calibri), 'Font Size' (9 pt), and 'Font Color' (Black), along with checkboxes for 'Bold', 'Italic', and 'Underline'. A 'Preview' section contains a text box with 'Preview Text'. The 'Text Messaging Notifications' section has two rows: 'My Request Is Updated' and 'My Request Is Closed', each with a 'No' button. Below that is an 'Empty' label. The 'Default Color Scheme' section shows 'Smart Default' as the selected option. The 'Visibility of Home Page Widgets' section has a list of widgets with checkboxes: Service Catalog, Recent Updates, Requests Status Chart, Announcements, Messages, and Most Viewed Articles. A blue callout bubble on the left side of the page points to this section with the text 'Check the widgets you want to see on your Home screen'.

Navigating the home screen

The home screen is comprised of:

- The side bar (shown on the previous page)
- Notifications (If there are no notifications, nothing will show.)
- Search field (search by key word, word(s), or phrases)
- IT hours, Contact Information, and Campus Information
- Show/Hide buttons
- Log out
- + New Request
- Recent Requests (shows a simplified list of recently entered requests by currently logged in user)
- Self-selected widgets (shown on next page)



Navigating the Home Screen-continued

Below is a Home Screen with the side bar collapsed and four widgets

- A widget is an interface which displays information as well as allow user interaction (Your home screen may look different)
- Service Catalogue, Request Status Chart, and Recent Updates to submitted service request(s), and Most Viewed Articles.
- Widgets can be refreshed, moved around, and set to different colors

The screenshot shows a home screen with a dark header bar containing 'ITEMS', 'Recent Requests', a search bar, and a '+ New Request' button. Below the header are four widgets:

- Service Catalog:** A widget titled 'Service Catalog' with a 'Widget' callout. It displays 'Top Requests' (Asset Liquidation Quick Request, Equipment Delivery Quick Request, Equipment Pick Up Quick Request, Event Quick Request, Ricoh Quick Request) and a 'Browse Catalog' section with a 'Request:' dropdown and a 'Submit' button.
- Most Viewed Articles:** A widget titled 'Most Viewed Articles' with a callout pointing to the article titles: '3rd Party Software Contact Information', 'Wireless Setup for CSCC Secure Wireless Network Android', 'Technology Equipment and Software Costs', 'Clear Firefox Cache', and 'How to Back up Folders and Files to your S: and Department V: Drive'. The callout text says 'Click on title to open Knowledgebase articles'.
- Recent Updates:** A widget titled 'Recent Updates' with a callout pointing to its controls: a square icon, a refresh icon, and a plus icon. The callout text says 'Refresh, Minimize and Change Widget color'.
- Messages:** A widget titled 'Messages' at the bottom left.

At the top right, there is a 'BUSINESS HOURS' section (Mon-Fri: 7:30am to 10:00pm ET, Sat: 7:30am to 6:00pm ET), a 'COLUMBUS CAMPUS' section (550 E Spring St, CO 103, Columbus [43215] Ohio), and a 'CONTACT US' section (1-614-287-5050, helpdesk@cscce.edu).

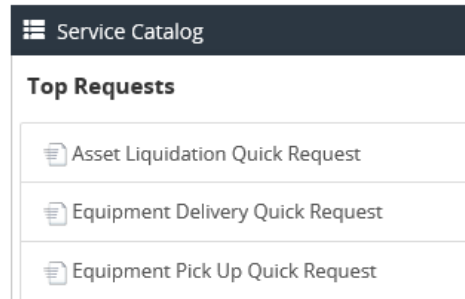
Entering a Service Request

There are multiple ways, from the home page, to select, and begin a service request.

- Click on the **+ New Request** button:



- Click on a selection under **Top Requests**:



- Or click on a Service Type from the **Catalog**:

Browse Catalog

Service Type :

- Asset Liquidation
- Clear Ricoh Print Queue
- Email Assistance or Inquiry
- Employee Data Retrieval
- Request for Assistance
- Ricoh Copier/Printer Supply Request
- Ricoh Technical Assist
- System Access

**Regardless of which option is chosen, a service type must be selected*

Entering a Service Request-Continued

In this example, the user has selected + New Request



- When the request opens up, click on Enter title, and begin typing.

New Request Wizard

1 Title 2 Service Catalog 3 Details 4 Required Information

← Prev Next → Submit ✓ Cancel ✕

Specify Request Title

Title:

Once the title is complete, click on the check mark to accept it, or the X to cancel it.

✓ ✕

- After the title is completed, if a key word is detected, a knowledge base (KB) article suggesting a solution to the issue will pop up.
- In this example, the solution is in an attached document.
- Other solutions may be in the body of the article.
- If the solution applies, and the issue is resolved, use the navigation Cancel button to cancel the service request.
- If the issue is not resolved, click on the Next button, and continue with the service request.

1 Title 2 Service Catalog 3 Details 4 Required Information

← Prev Next → Submit ✓ Cancel ✕

Specify Request Title

Title:

Knowledge Base Articles Based On Request Title:

Id	Title	Category
6	Published: Clear Firefox Cache	Inquiry

Navigation Buttons

Click on attachment to open solution.

Main Documents

6 - Clear Firefox Cache

Category: IT\Inquiry

Location: IT

Problem Description: Clear cache in Firefox to resolve issues with browser or webpages.

Resolution:
See attached document

Entering a Service Request-Continued

All available Service Types will show in a drop down list.

- Select a Service Type, and click the check mark.
- If the Service Type is chosen before a title is entered, it will default the title to the name of the service type.
- Choosing a Service Type will bring up a new tab if there is any Required Information.
- Click on the far right buttons to navigate, submit, or cancel the service request.
- Click on the tabs to navigate from one tab to the other.

This screenshot shows the 'Service Catalog Selection' step of a service request form. The breadcrumb trail at the top indicates the current step is '2 Service Catalog', with previous steps being '1 Title' and '3 Details', and a final step '4 Review'. A dropdown menu for 'Service Type' is open, displaying several options: 'Device Connection Assistance', 'On Site Office Assist', 'Ricoh Assistance Quick Request', 'Student does not have CSCC Username', 'Temporary Account Request', 'Asset Liquidation', 'Change Management 1', and 'Classroom or Lab'. A blue callout bubble points to the checkmark icon at the bottom of the dropdown, stating 'Checkmark to choose the request or the X to cancel it.' Another blue callout bubble points to the navigation buttons at the top right, which include 'Prev', 'Next', 'Submit', and 'Cancel'. The 'Service Type' label is visible on the left side of the form.

This screenshot shows the 'Specify Request Title' step of a service request form. The breadcrumb trail at the top indicates the current step is '4 Required Information', with previous steps being '1 Title', '2 Service Catalog', and '3 Details'. A blue callout bubble points to the 'Required Information' tab, stating 'New required tab'. Another blue callout bubble points to the 'Update title' button, which is located next to the 'Title' input field. The 'Title' label is visible on the left side of the form. The navigation buttons at the top right include 'Prev', 'Next', 'Submit', and 'Cancel'.

- Fill out Required Information tab.
- Required fields are indicated by an asterisk * in front of the field. (The request cannot be submitted until those fields are complete.)
- Once the required fields are filled in, click on the submit button.
- A service request number will be generated.

This screenshot shows the 'Required Information' step of a service request form. The breadcrumb trail at the top indicates the current step is '4 Required Information', with previous steps being '1 Title', '2 Service Catalog', and '3 Details'. A green notification box at the top right states 'Your request 14788 has been logged'. The form contains several required fields, each marked with a red asterisk: '*Choose from building:', '*Room', '*Equipment Type', and '*Equipment Amount'. Below these fields is a section for 'Additional Equipment or Information'. The navigation buttons at the top right include 'Prev', 'Next', 'Submit', and 'Cancel'.

Tracking Service Requests

- The My Requests page shows all requests submitted by the current logged in user.
- Clicking on the blue number under the Ref#, will open a full view of the request.
- Users will be able to view the status and details of all submitted requests.
- Users can also search for requests, sort requests by field, and filter requests by type.
- A numbered horizontal bar allows users to move to the next page of requests.
- The Request Preview pane contains the Details Tab, Properties Tab, Document Tab, and if applicable, a Required Information tab.
- From the request preview pane, users can view request details, view a timeline of memos and messages, which is called the Activity Stream.

The screenshot displays the 'My Requests' interface. On the left, a navigation pane includes 'Home', 'My Requests', 'Messages', and 'Knowledge Base'. The main area shows a table of requests with columns for Ref #, Title, Time Logged, and Status. The first row, with Ref # 14789, is highlighted in blue. Below the table is a page navigation bar with a '1' in a blue box, indicating the current page. A callout bubble points to this '1' with the text 'Page navigation'. Another callout bubble points to the '14789' in the first row with the text 'Blue request number'. To the right, the 'Request preview pane' is open, showing details for '14789 - Temporary Account Request'. It includes tabs for 'Details', 'Properties', and 'Required Information'. The 'Details' tab is active, showing the request's status as 'In Queue', the requester as 'Gerry Mander (Gerry Tech)', and the location as 'Columbus State Community College'. Below this is an 'Update Request' dropdown and an 'Activity Stream' section. The 'Activity Stream' shows a recent activity: 'Memo (Private Memo)' from Gerry Mander at 1:31 PM on Thursday, with the subject 'CSCC employee request for temporary account(s)'. A callout bubble points to this activity with the text 'Activity Stream'. Another callout bubble points to the top of the preview pane with the text 'Request preview pane'.

Ref #	Title	Time Logged	Status
14789	Temporary Account Request	10/19/2017 1:31 PM	In Queue
14788	Please dispose of old printer and laptop	10/19/2017 12:44 PM	In Dispatch
14787	Temporary Account Request	10/3/2017 11:54 AM	In Queue
14757	System-Wide Issue or Outage	12/2/2016 9:47 AM	In Queue

1 - 4 of 4 items

Request preview pane

14789 - Temporary Account Request Oct 19 (1:31 PM)

In Queue
Gerry Mander (Gerry Tech)
Columbus State Community College

CSCC employee request for temporary account(s)

Update Request

Activity Stream

Search activity

Recent Activities

Thu, 1:31 PM Gerry Mander (...) Memo (Private Memo)
CSCC employee request for temporary account(s)

Activity Stream

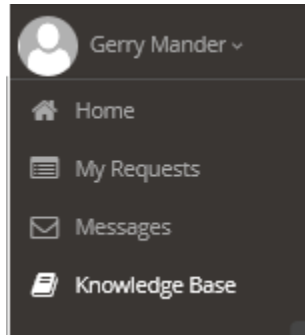
Update Service Request

- Users can update a service request from either the request preview pane, or for a larger view, by clicking on the blue hyperlink service request number.
- Clicking on the blue highlighted Update Request, opens a memo field where a user can update information, attach a document, or set a reminder notification for the service request.
- Users can also view and search the Activity Stream for information entered by the technicians.

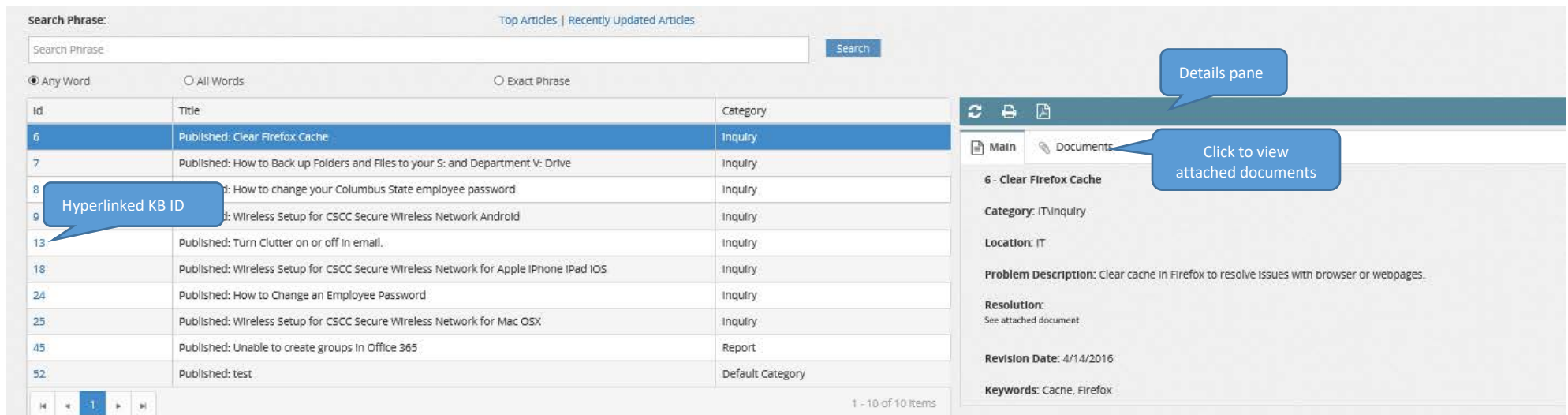
The screenshot displays a web application interface for updating a service request. At the top, there are navigation tabs: 'Details', 'Properties', and 'Required Information'. The 'Details' tab is active, showing a profile picture placeholder and the following information: '14789 - Temporary Account Request', 'In Queue', 'Gerry Mander (Gerry Tech)', and 'Columbus State Community College'. Below this, a blue bar contains the 'Update Request' link, which is highlighted. A tooltip points to this link with the text 'Update request selections.'. Underneath the blue bar are three buttons: 'Memo', 'Documents', and 'Reminder'. The main area is a large text editor with a rich text toolbar containing various icons for text formatting (bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, indent, outdent, undo, redo) and a search icon. Below the text editor is the 'Activity Stream' section, which includes a search bar labeled 'Search activity' and a 'Recent Activities' dropdown. The 'Recent Activities' list shows a single entry: 'Thu, 1:31 PM Gerry Mander (...) Memo (Private Memo) CSCC employee request for temporary account(s)'. The entry includes a profile picture icon and a document icon.

Knowledge Base (KB)

- To access the Knowledge Base, select the option from the side bar.



- Users can search using any word, all words, and exact phrase, or search by Top Articles.
- Searching by Top Articles, bring up the 20 most commonly used KB articles.
- The selected article will show on the right side of the screen in the Details Pane.
- Users can click on the blue hyperlinked article ID for a full view of the KB article.



The screenshot displays the Knowledge Base search interface. At the top, there is a search bar with the placeholder text 'Search Phrase' and a 'Search' button. Below the search bar are three radio buttons for search criteria: 'Any Word' (selected), 'All Words', and 'Exact Phrase'. The main content area is a table with columns for 'Id', 'Title', and 'Category'. The first row is highlighted in blue and has a callout bubble pointing to the '6' in the 'Id' column with the text 'Hyperlinked KB ID'. The details pane on the right side of the screen shows the full details for article ID 6, titled '6 - Clear Firefox Cache'. It includes fields for 'Category', 'Location', 'Problem Description', 'Resolution', 'Revision Date', and 'Keywords'. A callout bubble points to the 'Documents' tab in the details pane with the text 'Click to view attached documents'.

Id	Title	Category
6	Published: Clear Firefox Cache	Inquiry
7	Published: How to Back up Folders and Files to your S: and Department V: Drive	Inquiry
8	Published: How to change your Columbus State employee password	Inquiry
9	Published: Wireless Setup for CSCC Secure Wireless Network Android	Inquiry
13	Published: Turn Clutter on or off in email.	Inquiry
18	Published: Wireless Setup for CSCC Secure Wireless Network for Apple iPhone iPad IOS	Inquiry
24	Published: How to Change an Employee Password	Inquiry
25	Published: Wireless Setup for CSCC Secure Wireless Network for Mac OSX	Inquiry
45	Published: Unable to create groups In Office 365	Report
52	Published: test	Default Category

Please direct questions to the IT Support Center at X5050.