CISA- SERVICE REQUEST FORM (SRF)
USER GUIDE
Updated 9/16/20

Customer Login Page:
1. Go to the service desk link:
   https://adminsupport.cfsa.dc.gov/servicedesk

2. Enter **Username**: Outlook dc.gov email id (ex: John.doe@dc.gov) and **Password**: Email Password and click **Login** button.
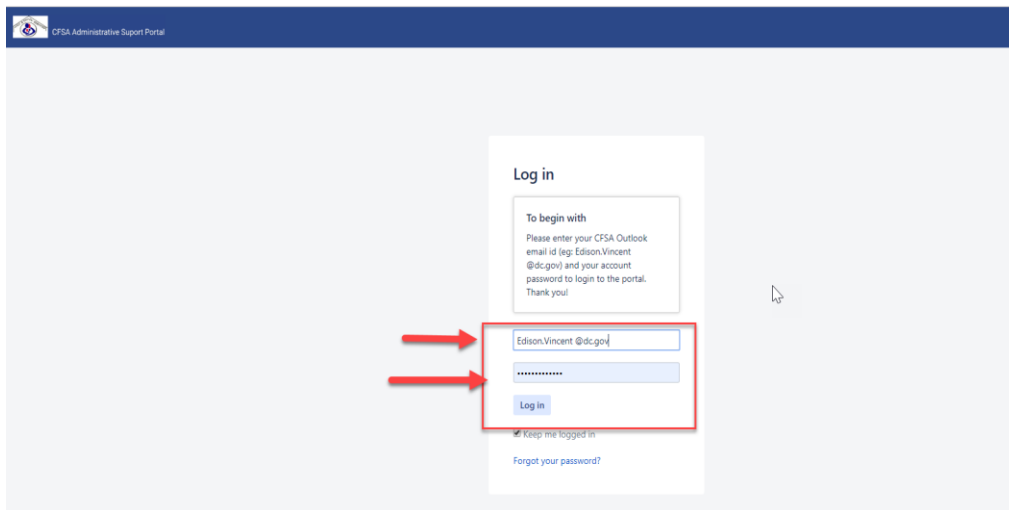

Figure 1 (Login Page)

Home Page:
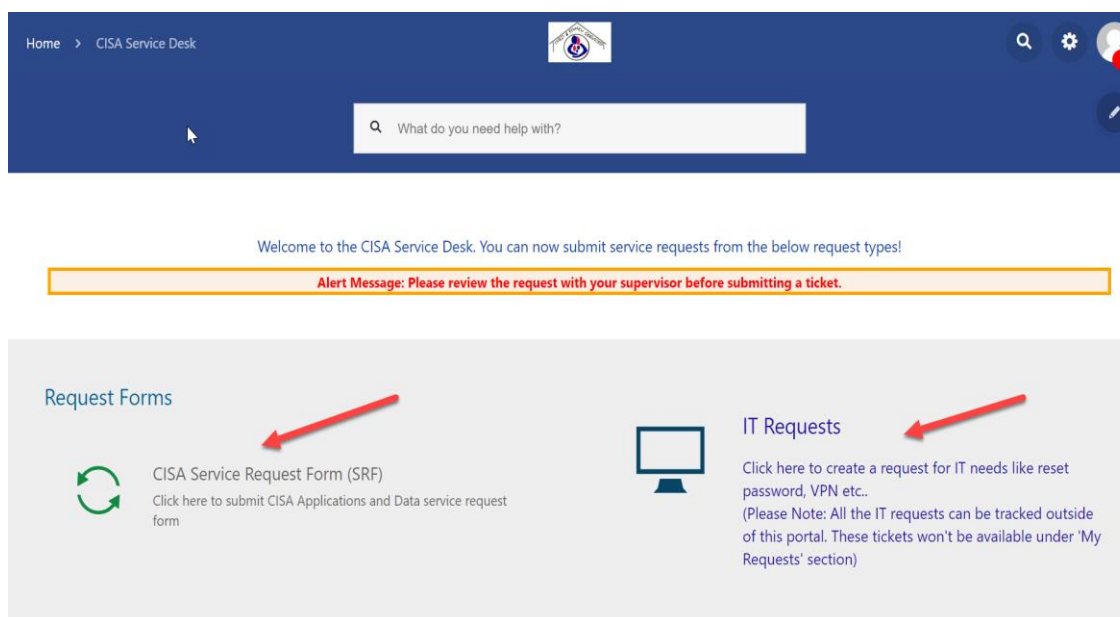After successful login, customer will have access to the **Home page** to perform the following actions:
1. **Search Box:** Customer can search the issue through existing issue types and create a service request.
2. **IT Service Requests:** Click on **IT Services** section to navigate to the available request types to create a request
3. **Status Tracking:** Click on the My Requests section to track the status of the created request.

Should you need additional assistance, please contact the FACES Helpdesk at (202) 434-0009
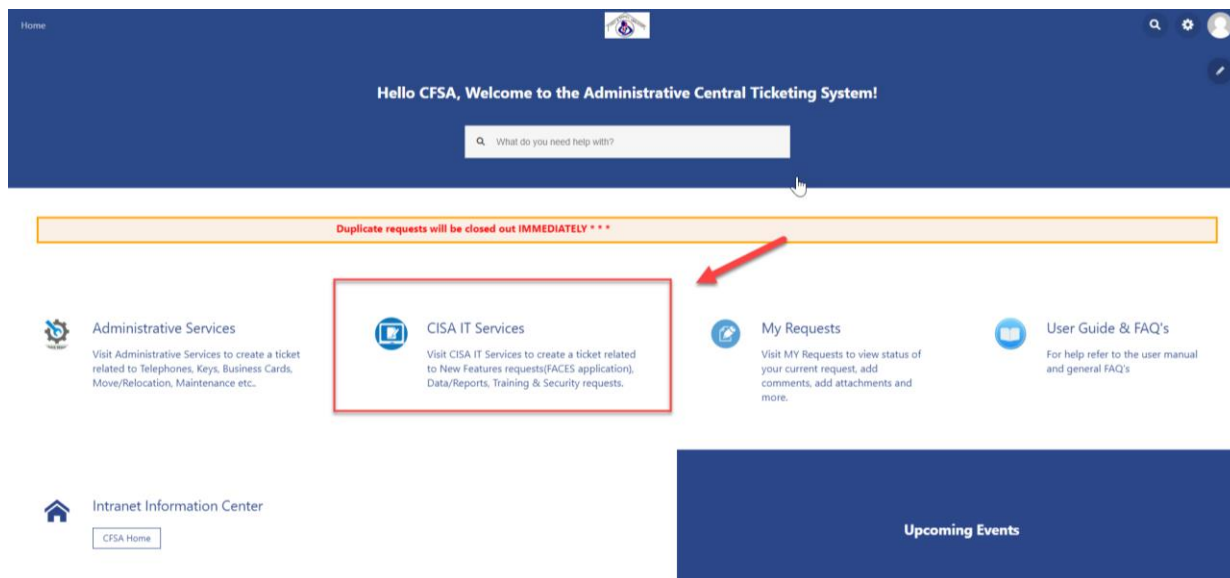
Figure 2 (Home Page)

Additional CISA IT Services **-** Available Request Types:
- **SRF Request Form:** Submit a service request related to applications and FACES Data
- **IT Requests:** If your request is related to reset password, VPN etc.. clicking on IT Request section will take you to the Octo Helps Self Service Portal
  (Please Note: All the IT requests can be tracked outside of this portal. These tickets won't be available under 'My Requests' section)

Figure 3 (Request Types)

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Sample Request Form:

Customer can enter the request relevant information and click **Create** button to submit the service request or **Cancel** button to cancel the request.
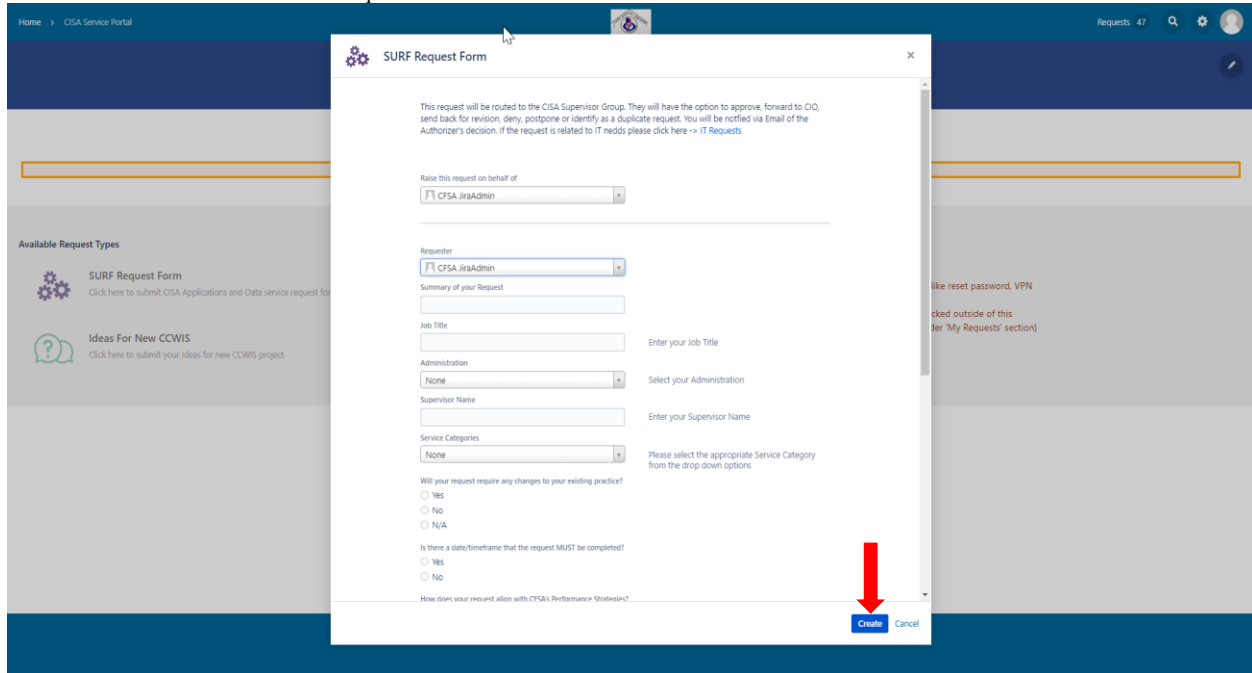

Figure 4 (Request Form)

Requests Queue:

Once the request has been submitted, customer can track the status of the request by clicking on the **Requests** button located on top right corner of the screen or by navigating to **My Requests section** located on the home screen.

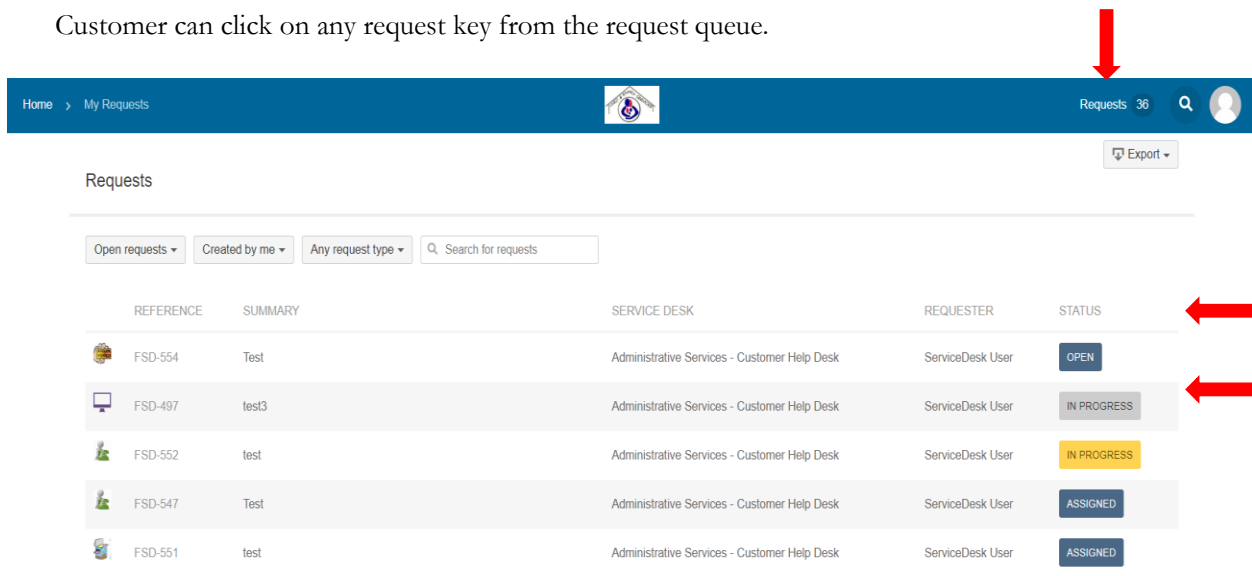Customer can click on any request key from the request queue.

Figure 5 (Requests Queue)

Should you need additional assistance, please contact the FACES Helpdesk at (202) 434-0009
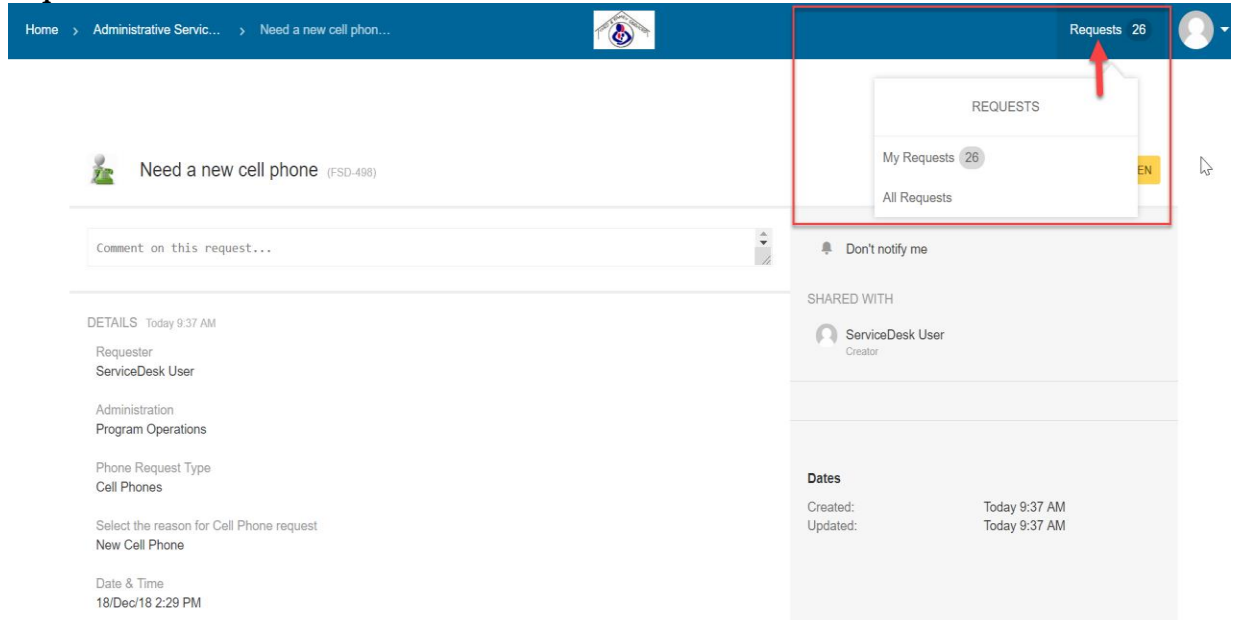
Request Details:

Figure 6 (Request Detail page)

Comments & Attachments:

Customers can add comments or attach any supporting documents to the request through **Comment** box located on the request details page.
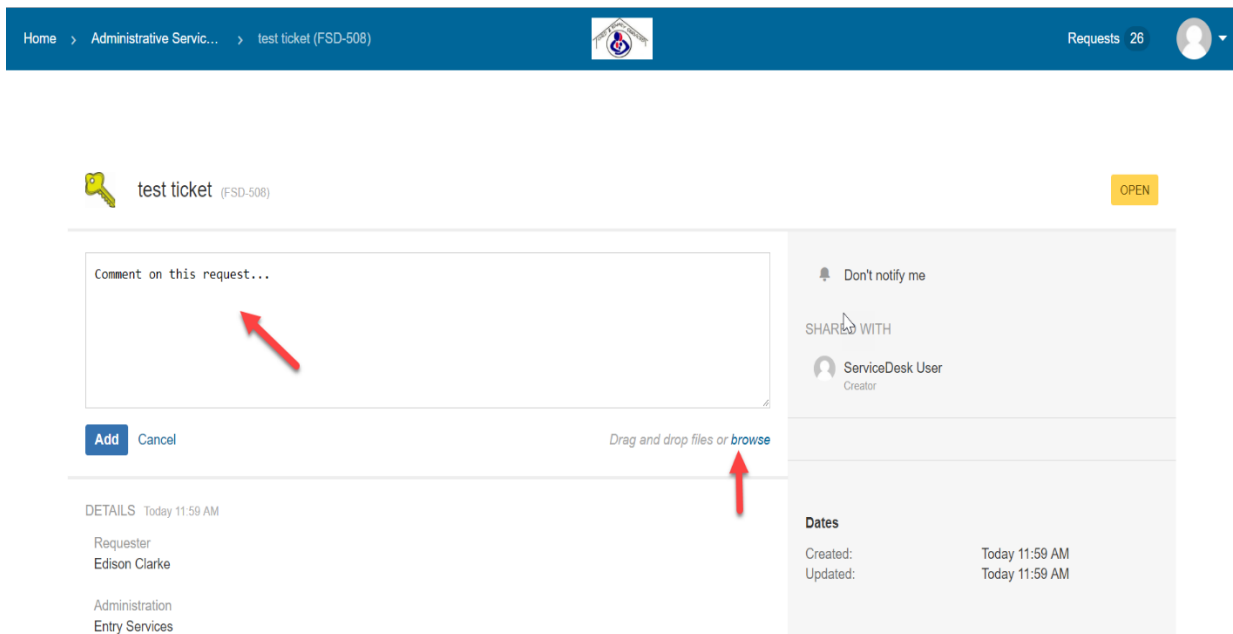

Figure 7 (Request Details)

Customer Satisfaction Survey:

Once the ticket has been completed , customer will receive an email notification to complete the survey.

Should you need additional assistance, please contact the FACES Helpdesk at (202) 434-0009

Frequently Asked Questions

How do I log in to Customer Portal?
Enter Username: CFSA Outlook email id FirstName.LastName@dc.gov(e.g.: Edison.vincent@dc.gov) and Password: Outlook account password and click login button. (*Customer Login*)

What can customers do on the portal?
Customers can Create, Comment, and track the status of the administrative service requests that are available in the customer portal. (*Home Page*)

What are the current available requests/service types in the portal?
SRF Request Form: Applications and FACES Data Requests
IT Requests: Link to OctoHelp Self Service Portal.*(Please Note: All the IT requests can be tracked outside of this portal. These tickets won't be available under 'My Requests' section)*

How do I submit a SRF request?
From Home screen, click on the IT services section to navigate to requests page. Click on the request type and fill the form by entering the relevant information such as Summary of the issue, administration, issue type, your location details and phone number and click Create button located on the bottom of the form to submit a request. (*Request Form*)

How long it will take to review my request?
Once you submit your request, the request will be routed to the CISA Supervisor Group. They will have the option to approve, deny, send back for revision, postpone or identify as a duplicate request. You will receive email notification about Authorizer's decision.

How can I find out who's is working on my request?
Once the ticket is in working status, then you will be contacted by the Assignee or Supervisor.

Where can I view the status of my submitted request?
You can view status of your request by clicking on the My Requests section located on the Home screen. (*Request Status*) . You will also be notified through **E-mails** once the request status changes.

Can I add Attachments to the request?
Yes, you can add attachments to the Attachment box located on the request form.

How to add Attachments/Comments to the request detail page?
Navigate to the comment box located on the request detail page of the request and post your comments to the comment box. (*Comment Box*)

What happens if I create a duplicate ticket?
Duplicate tickets will be closed out immediately. Please do not create more than one ticket for the same request.

How do I contact if my request isn't resolved?
Navigate to My Requests page and click on the request. On the request detail page, post your questions in the comment box located on top of the screen. Agent will follow up with you shortly. (*Comment Box*)

Whom do I contact if I have technical issues?
If you have trouble logging into the portal or if you run into any technical issues, please send an email to cfsa.softwaresupport@dc.gov

Should you need additional assistance, please contact the FACES Helpdesk at (202) 434-0009