

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.

Home		100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100		۹ 🖉 🕥
		Hello CFSA, Welcome to the Administrative Centr	al Ticketing System!	0
		Q. What do you need help with?		
		Duplicate requests will be closed out IMMEDIATELY * * *		
\$	Administrative Services Visit Administrative Services to create a ticket related to Telephones, Keys, Business Cards, Move/Relocation, Maintenance etc.	CISA IT Services Visit CISA IT Services to create a ticket related to New Features requests(FACES application), Data/Reports, Training & Security requests.	My Requests Visit MY Requests to view status of your current request, add comments, add attachments and more.	User Guide & FAQ's For help refer to the user manual and general FAQ's
â	Intranet Information Center		Upcomin	g Events
		Figure 2 (Home 1	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*)

Home > CISA Service Desk		۹ ه 🖓
×	Q What do you need help with?	0
	e CISA Service Desk. You can now submit service requests from the belo Message: Please review the request with your supervisor before submitting	and the second second second
Request Forms CISA Service Request Form Click here to submit CISA Application form	passwor passwor (Please I of this p	UESTS re to create a request for IT needs like reset d, VPN etc Note: All the IT requests can be tracked outside ortal. These tickets won't be available under 'My s' section)

Figure 3 (Request Types)

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.

Home → CISA Service Portal		Requests 47 Q 🏟 🌅
	SURF Request Form ×	0
	This request will be routed to the CISA Supervisor Group. They will have the option to approve, forward to CO, send back for revision, deny, portporce or identify as a duplicate request. You will be notified via Email of the Authorizer's decision. If the request is related to IT needs please click here -> IT Requests	
	Rule: bis report on behalf of TC CFSA, Jrzadomin *	
Available Request Types SUR Request Form Cick here to submit CSGA Applications and Data service request for Image: Cick here to submit types Heles for new CCWIS project Cick here to submit types Heles for new CCWIS project	Are Trie Enter your Job Tifle Animistration Select your Administration None Enter your Supervisor Name Service Categories Enter select the appropriate Service Category from the drop down options Way Not Not Not Not Not Not Not Not Not Not Not Not	like reset password. VPN cked outside of this fer "My Requests' section)
	Create Cance	

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.

My Requ					100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100		Requests 36
Reque	ests						lut Export ◄
Open re	equests 🕶 🛛 C	reated by me 🕶	Any request type 🕶	Q. Search for requests			
	REFERENCE	SUMMARY	r		SERVICE DESK	REQUESTER	STATUS
۱	FSD-554	Test			Administrative Services - Customer Help Desk	ServiceDesk User	OPEN
-	FSD-497	test3			Administrative Services - Customer Help Desk	ServiceDesk User	IN PROGRESS
ž	FSD-552	test			Administrative Services - Customer Help Desk	ServiceDesk User	IN PROGRESS
ž	FSD-547	Test			Administrative Services - Customer Help Desk	ServiceDesk User	ASSIGNED
8	FSD-551	test			Administrative Services - Customer Help Desk	ServiceDesk User	ASSIGNED

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

Request Details:

Home > Administrative Servic > Need a new cell phon	Requests 26
Need a new cell phone (FSD-498)	REQUESTS My Requests 26 All Requests
Comment on this request	Don't notify me
DETAILS Today 9:37 AM Requester ServiceDesk User Administration	SHARED WITH ServiceDesk User Creator
Program Operations Phone Request Type Cell Phones	Dates Created: Today 9:37 AM
Select the reason for Cell Phone request New Cell Phone Date & Time 18/Dec/18 2:29 PM	Updated: Today 9:37 AM

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.

> Administrative Servic > test ticket (FSD-508)	100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100		Requests 26
test ticket (FSD-508)			OPEN
Comment on this request		Don't notify me	
N N		SHAR WITH	
		ServiceDesk User Creator	
Add Cancel	Drag and drop files or browse		
DETAILS Today 11:59 AM	T	Dates	
Requester		Created:	Today 11:59 AM
Edison Clarke		Updated:	Today 11:59 AM
Administration			
Entry Services			
F	igure 7 (Request Details)		

Customer Satisfaction Survey:

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

Frequently Asked Questions

How do I log in to Customer Portal?

Enter Username: CFSA Outlook email id <u>FirstName.LastName@dc.gov(e.g.: Edison.vincent@dc.gov</u>) and Password: Outlook account password and click login button. (<u>*Customer Login*</u>)

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. (<u>Comment Box</u>)

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