IT Self Service Requests

Unitec staff members are able to submit and view their IT requests online.
To launch this service follow the instructions below:

PC Users:
1. Open a web browser.   The Nest will open as the Home page.
2. Click on the **IT Self Service**. This is under quick links on the left.
3. This will open the login page. Click the link **Sign in with UNITEC**.

    > Sign in with UNITEC

4. Enter your *Unitec Email Address* and *Password*.
5. The **Service Catalogue** opens. Click onto the option you need for the selection, some of the popular ones are shown here:

Existing Shared Folder Access
Estimated 3 days
Request access to existing secure folders (e.g Q: or H: for staff)

New Peoplesoft General Request
PeopleSoft *Estimated 5 days*
Request a general Peoplesoft action other than Access or a Query

Request for Informati...
Estimated 1 week
Log a general request for information or documentation

New Incident
Submit New Generic Incident

   Alternatively start a unique request by using **New Incident** above or click **Report New Issue/Incident** on the left hand menu.

6. Fill out the summary field, then enter. On the right hand side **Possible Solutions** are displayed, if your query is answered, then you can either **Log Out** (top right) or go back using **Back to Service Catalog**.
7. Enter as much information as you can, in the form that opens. If relating to your computer, include your **UNL Number** which is on the System Unit (case that contains memory, drives etc). The number will be UNL followed by a series of numbers.
8. Click **Review & Submit** or **Save Incident** (for incidents only).

Mac Users:
1. Open your preferred internet browser.
2. Enter this URL in the address bar: http://imsselfservice.unitec.ac.nz
3. Continue by referring to steps 4-9 above.