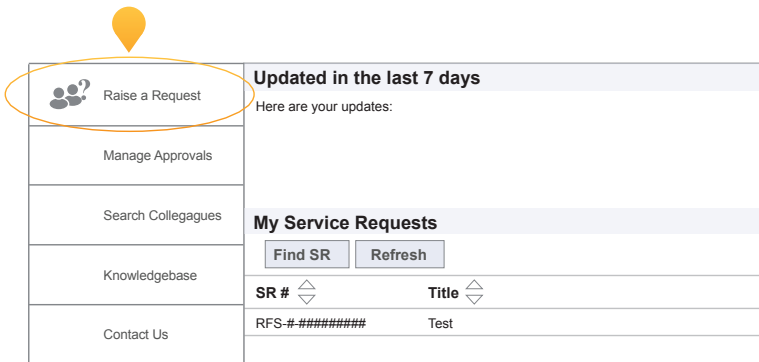



unite self service

Unite Self Service is a platform for managing technology-related support requests and services. Unite Self Service will soon be available at all entities globally and is critical to support Umoja and other applications, such as Connections, Docs and Inspira. Through the portal, you can create service requests, submit issues, track progress and engage with the Unite Service Desk.

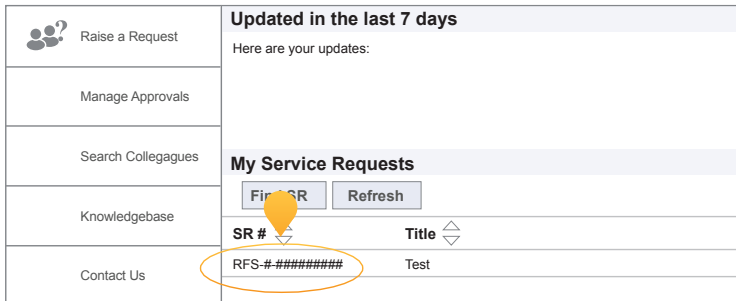



 Raise a Request	Updated in the last 7 days Here are your updates:
Manage Approvals	
Search Colleagues	My Service Requests
Knowledgebase	<input type="button" value="Find SR"/> <input type="button" value="Refresh"/>
Contact Us	SR # <input type="text"/> Title <input type="text"/>
	RFS #-##### Test

RAISE A REQUEST

Log in to Self Service with Unite Identity (EIDMS).

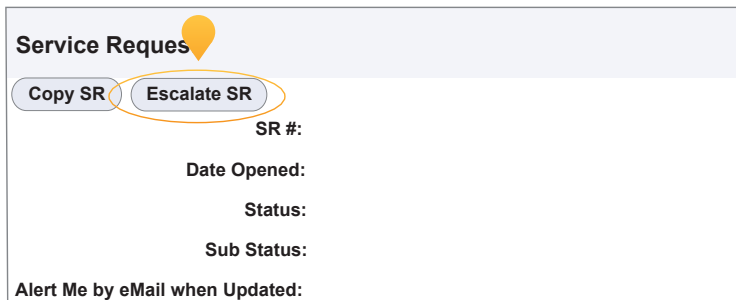
After successfully logging in, users can raise a request from the navigation bar.



 Raise a Request	Updated in the last 7 days Here are your updates:
Manage Approvals	
Search Colleagues	My Service Requests
Knowledgebase	<input type="button" value="Find SR"/> <input type="button" value="Refresh"/>
Contact Us	SR # <input type="text"/> Title <input type="text"/>
	RFS #-##### Test

CHECK STATUS

Clicking on the Service Request (SR) # will show you detailed information, including the current status, and what group it has been assigned to.



Service Request
<input type="button" value="Copy SR"/> <input type="button" value="Escalate SR"/>
SR #:
Date Opened:
Status:
Sub Status:
Alert Me by eMail when Updated:

ESCALATE

Clicking on the Escalate SR button will alert the service desk manager.