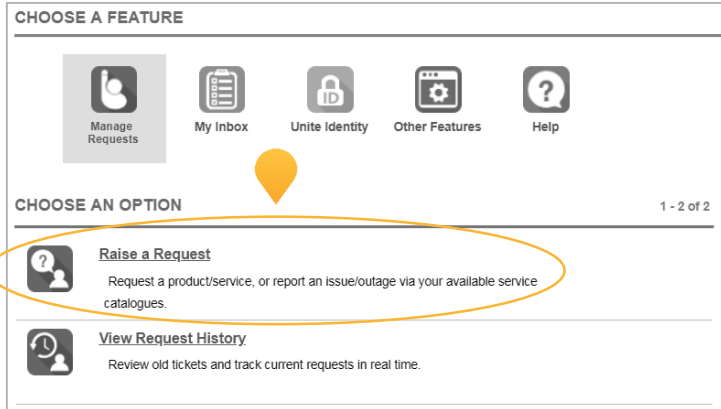


unite self service

Unite Self Service is the United Nations' platform for managing support requests and services for business, facility services and technology-related requests. Through the portal, you can create service requests, submit issues, track progress, view request histories, and engage with the appropriate service desk.



CHOOSE A FEATURE

Manage Requests My Inbox Unite Identity Other Features Help

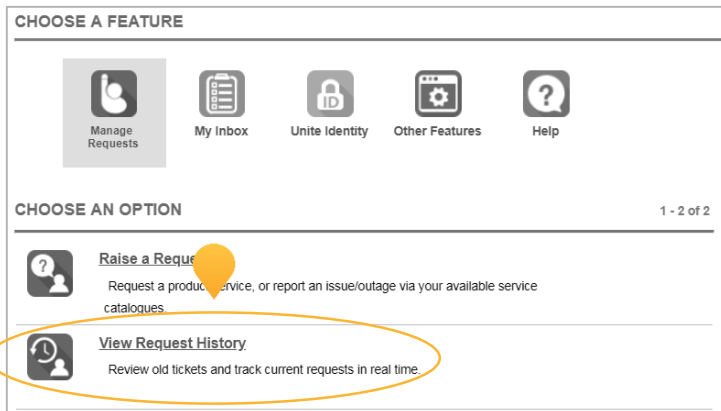
CHOOSE AN OPTION 1 - 2 of 2

- Raise a Request**
Request a product/service, or report an issue/outage via your available service catalogues.
- View Request History**
Review old tickets and track current requests in real time.

RAISE A REQUEST

Log in to Self Service with your Unite Identity credentials.

After successfully logging in, you can raise a request for yourself and for others.



CHOOSE A FEATURE

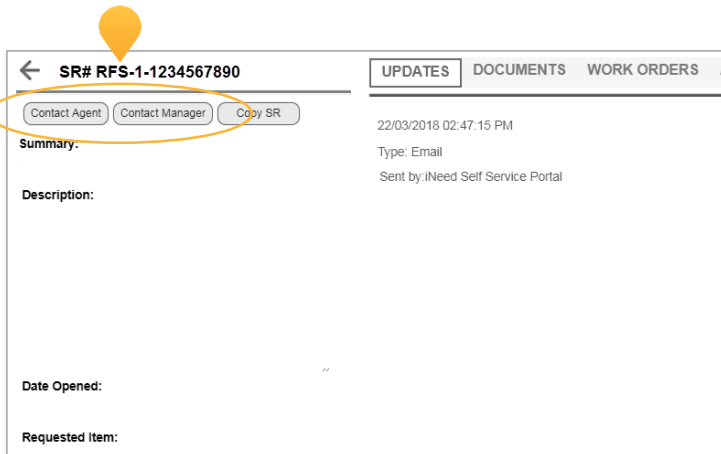
Manage Requests My Inbox Unite Identity Other Features Help

CHOOSE AN OPTION 1 - 2 of 2

- Raise a Request**
Request a product/service, or report an issue/outage via your available service catalogues.
- View Request History**
Review old tickets and track current requests in real time.

CHECK PROGRESS

Clicking on **View Request History** allows you to track your open and your completed requests.



← SR# RFS-1-1234567890

CONTACT AGENT CONTACT MANAGER COPY SR

22/03/2018 02:47:15 PM
Type: Email
Sent by: iNeed Self Service Portal

Summary:

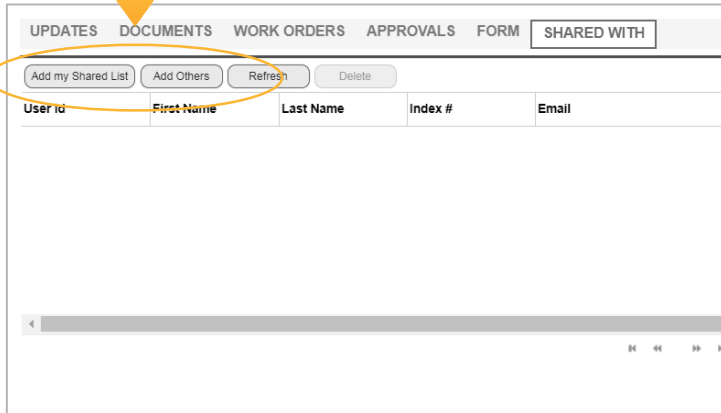
Description:

Date Opened:

Requested Item:

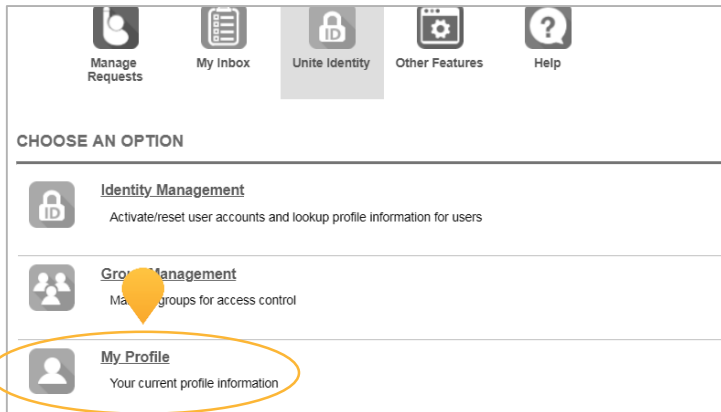
FOLLOW UP

Follow up on your open requests by contacting the service desk agent or manager.



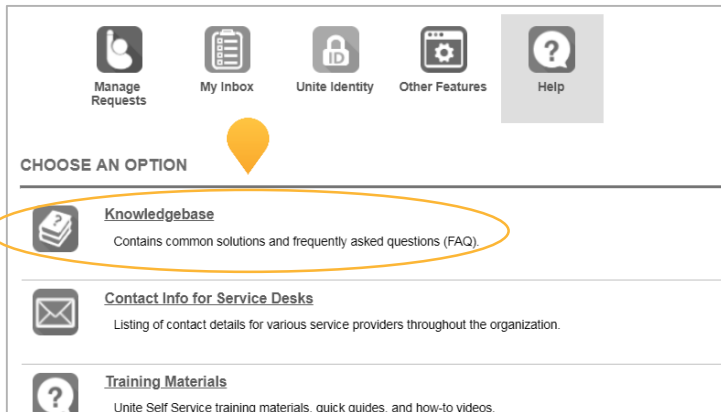
SHARE A REQUEST

Share your request with your colleagues.



VERIFY YOUR PROFILE

Verify the information in the Unite Identity profile.



CHECK THE KNOWLEDGEBASE

Look through the knowledgebase for self-help solutions and frequently asked questions.