

SERVICE DESK GUIDE FOR CURTIN STUDENT GUILD



CONTACTING SUPPORT

There are three ways you can get in contact with us. The preferred method is using Desk Director as shown in next slide. However, if the issue is urgent and is stopping you from working, then get in touch with us by phone. You can also contact us via email; however, these methods may affect how quickly we can resolve your issue.

Phone

If your request is urgent, please give us a call on **(08) 9200 2280**. During support hours **(M-F 7:30 am to 5pm)** we will answer your call and resolve your issue. If you call us after hours, or if we are all on the phone, please leave a voice message and we will get back to you.

Email

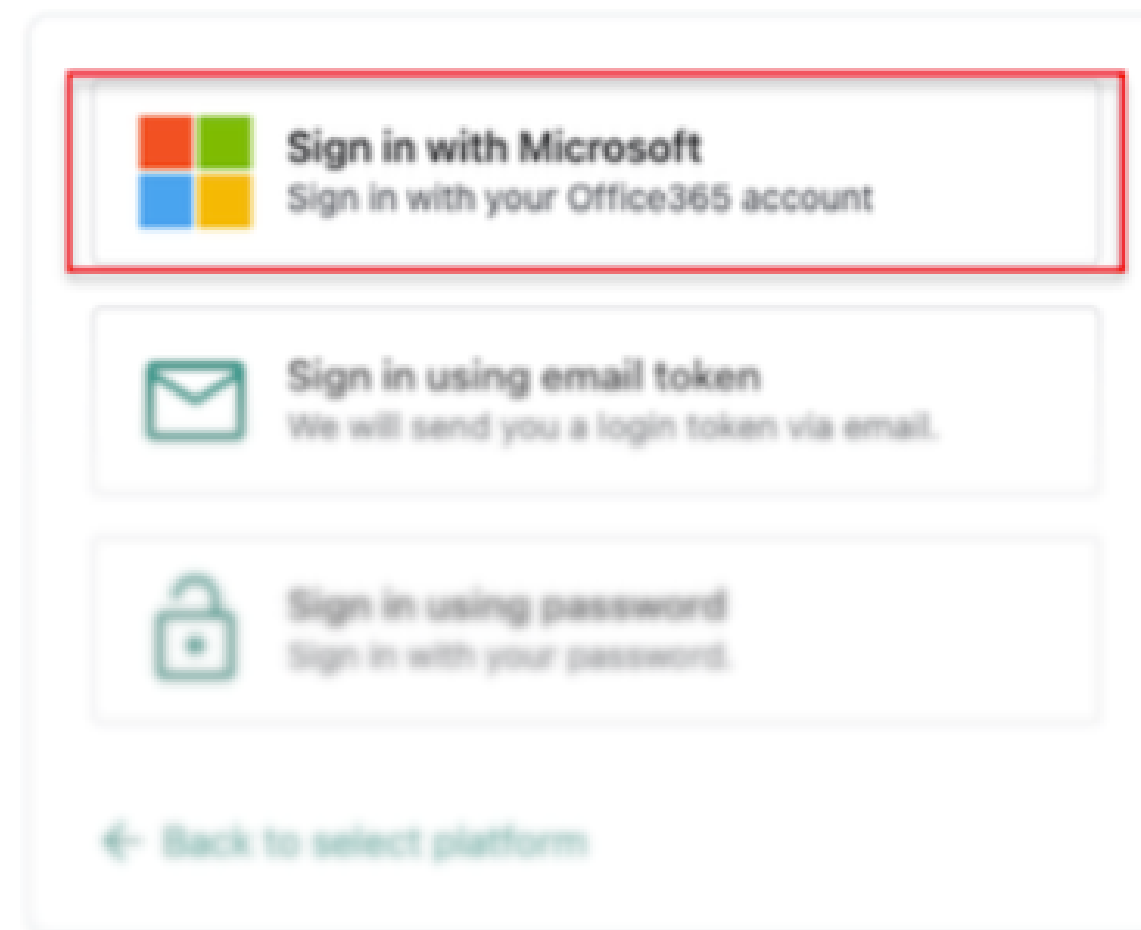
You can also contact us by emailing **support@citwa.com.au**

PORTAL: DESK DIRECTOR

To request support via our online portal, Desk Support, go to: <http://support.citwa.com.au> and bookmark in your browser for future use.

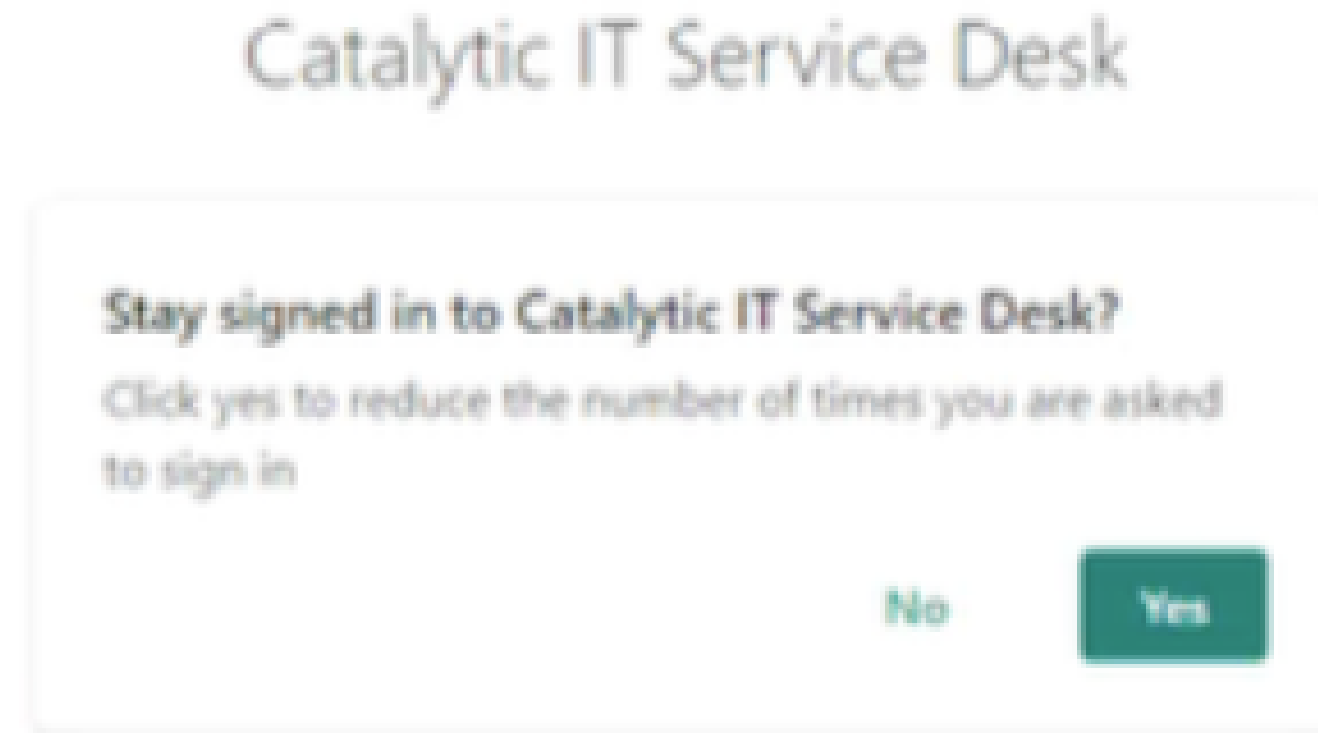
ou will be prompted to enter your email address when first signing into the portal. Use your @guid.curtin.edu.au account. Once you have entered in your email address that matches one of our records, you will be asked to sign in via 1 of 3 methods. Please use the “Sign in with Microsoft” option. If you find your email address is not registered, please use the “Sign in using email token” option.

Click on the “sign in with Microsoft button”



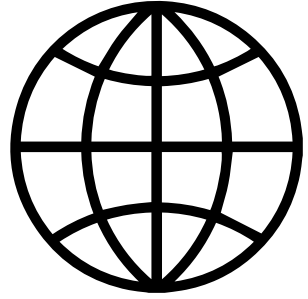
PORTAL: DESK DIRECTOR

If required, enter your email password, otherwise it should log you in automatically. Then, you will see the following message prompt:

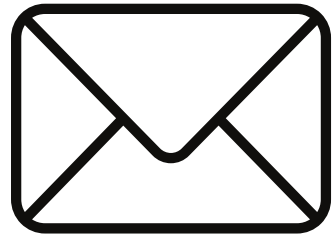


Press “Yes” if you don’t want to log in again. Press “No” if it’s not your computer or you are on a shared device, such as a store or cafe account. You should now be taken to your ticket dashboard. Here you will see any tickets you currently have open with us as well as a “log new ticket” option.

SERVICE DESK CONTACT



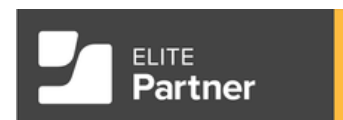
support.citwa.com.au



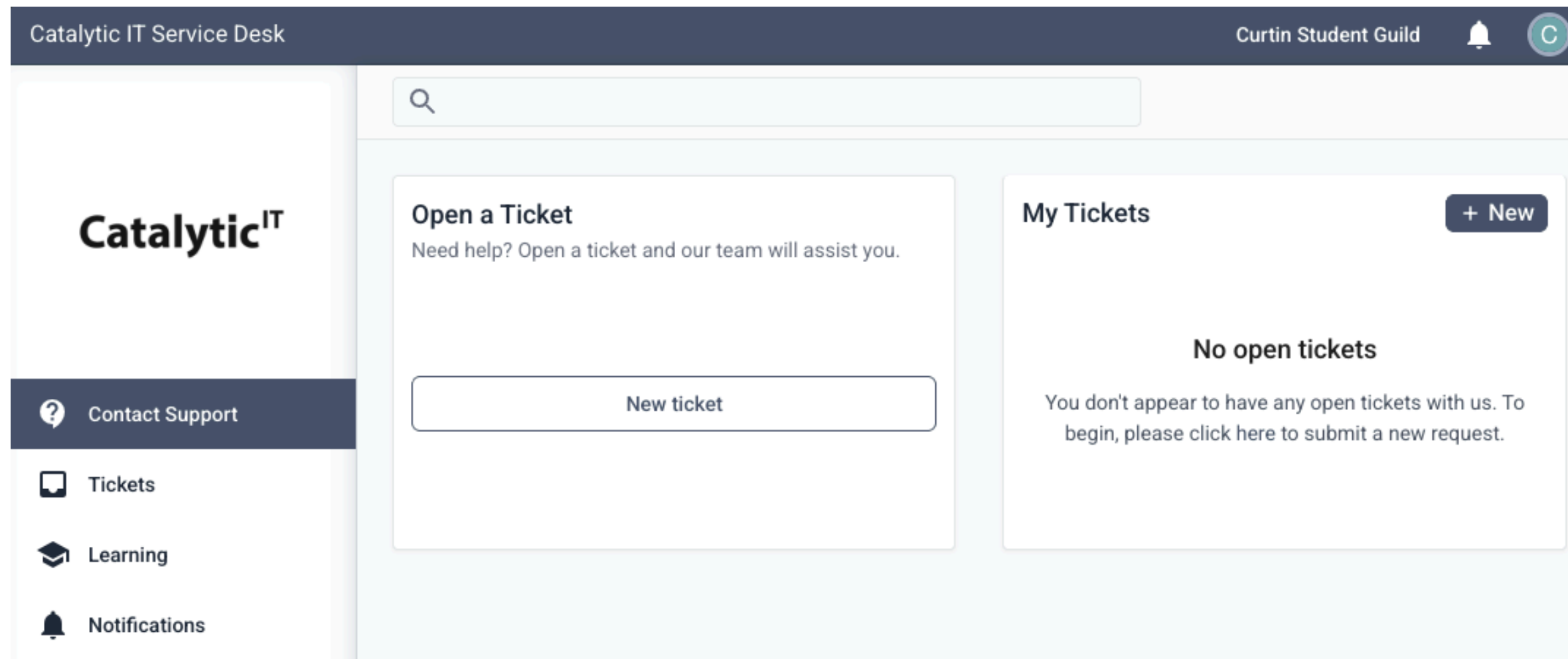
support@citwa.com.au



(08) 9200 2280

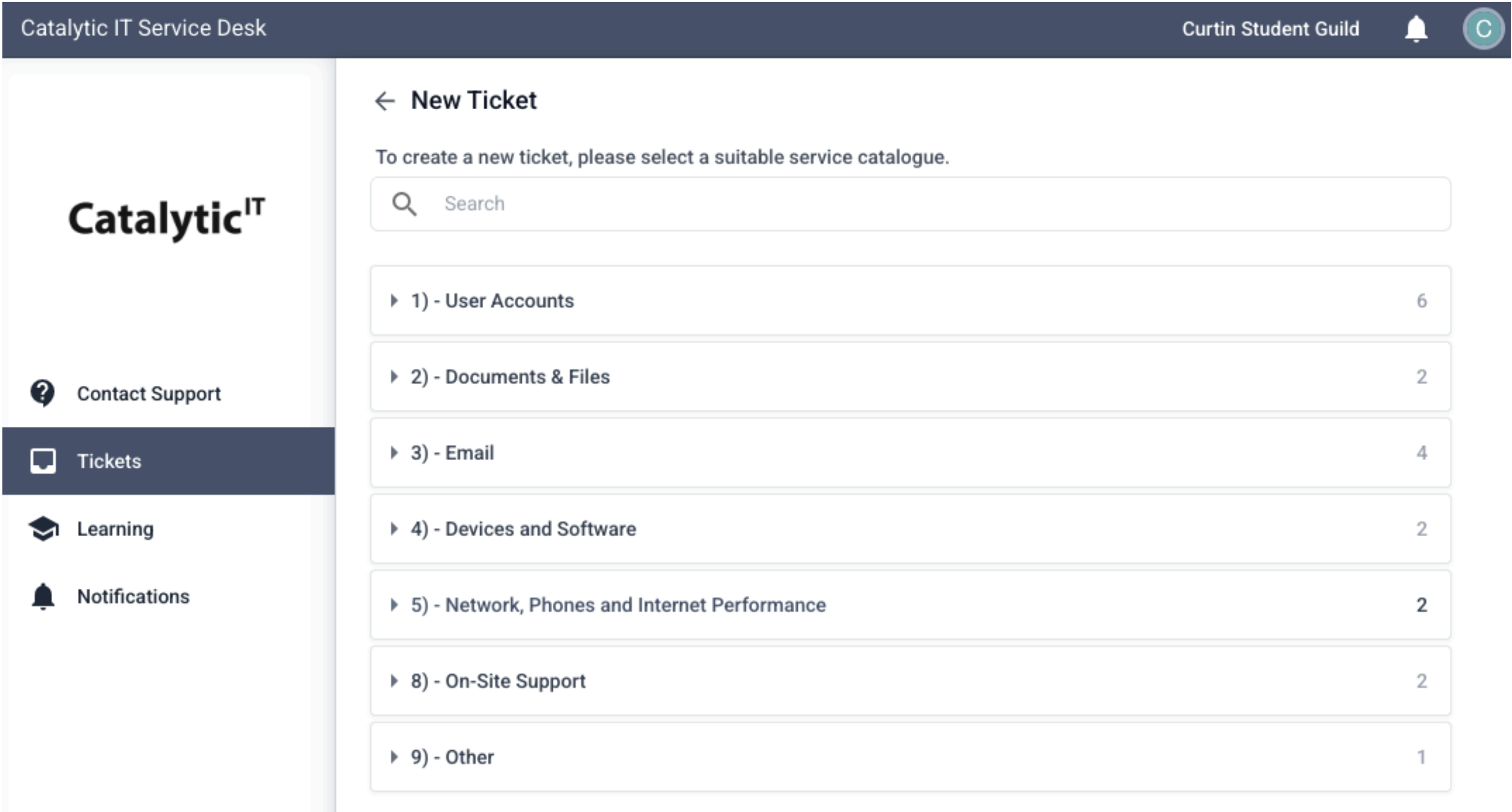


DESK DIRECTOR: HOME SCREEN EXPLAINED



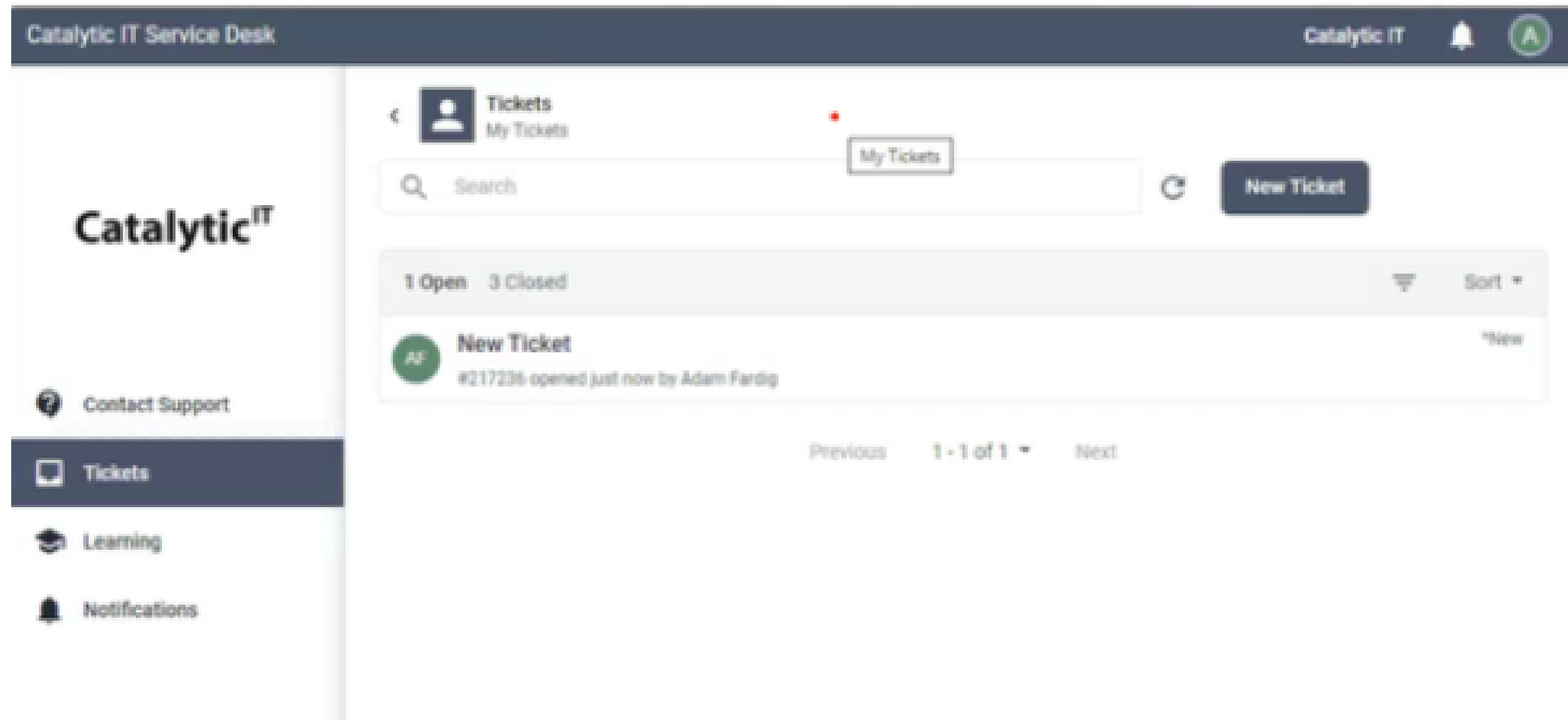
Press the “**+New**” button on the right to log a new ticket or the “New Ticket” button from the “**Create Service Request**” option. From there, you will be taken to a menu with several options. Your options may be different from the example next, so select what you need us to help you with and complete the form with all the information required, then click “**Submit**”.

DESK DIRECTOR: HOME SCREEN EXPLAINED



Now you will see your ticket on the Service Desk Dashboard.

DESK DIRECTOR: HOME SCREEN EXPLAINED



If you select your ticket, it will show you all the information: ticket summary, who it is assigned to, and any updates from our end, or you can also add updates on your end. Everything you add will be notified to the Service Desk team directly.

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