

Did you know?

Did you know you could request service from IT through the Cal Poly Portal? It takes only a few seconds, and is super easy. It takes about the same amount of time emailing or calling the IT Help Desk. Yes, you can still call the IT Help Desk, but when you do, IT staff has to enter the call into SRS. You can help streamline the process by creating requests for yourself. After creation, an email will be sent to the CPC IT with details about your request.

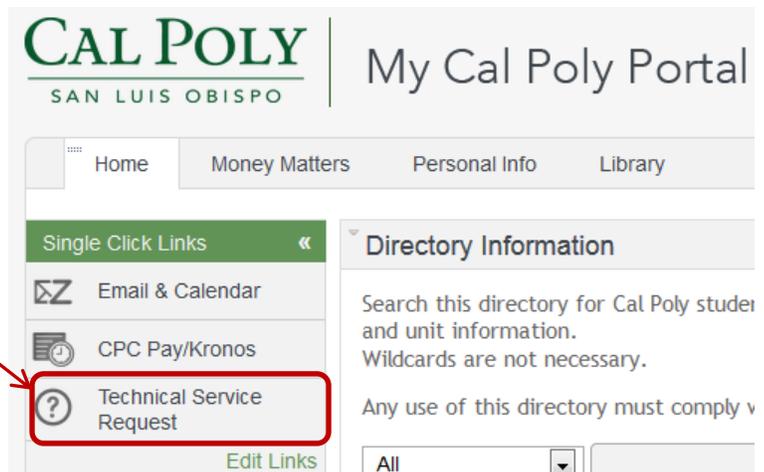
How it's done:

1. Log on to the Cal Poly Portal (<https://my.calpoly.edu>) with your Cal Poly username and password.



2. Under the **Single Click Links**, click on "Technical Service Request".

Note: If this link does not appear, click on the "Edit Links" option, check the "Technical Service Request" box and click OK.



3. This is the SRS End-User interface home page. CPC employees will only be creating **New Service requests**. In other words, CPC employees will not create New Software, CMS Accounts, or request New Accounts through the SRS system.

From the SRS home page, select "New Service Request" for requests related to the services being requested, such as servicing your computer or troubleshooting a problem.



SRS - Service Request System

4. Enter the information about your request.

a. General Issue:

Select from the drop down menu that most closely matches the problem you are having. Most CPC specific systems are located under the “CPC Systems” general issue. If you cannot find something that exactly fits, choose the “Other Technical Request” option.

b. Specific Issue:

Select an appropriate option from the drop down menu that matches your specific issue as closely as possible.

c. Summary:

Put a brief description of the problem you are experiencing.

d. Description:

Enter detailed description of the problem that would be helpful in resolving the issue, including the application you were running, screen that showed an error message, etc.

The screenshot shows the 'Service Request' form with the following fields and highlights:

- ID:** 162717
- Request Information:**
 - General Issue:** CPC Systems (highlighted with a red box and arrow from 'a')
 - Specific Issue:** Micros (highlighted with a red box and arrow from 'b')
- Contact Method:** Email
- Contact Times:** (empty)
- Summary:** Update price of Super Taco on the Avenue registers (highlighted with a red box and arrow from 'c')
- Description:** Please change the price of the Super Taco from \$9.99 to \$8.99 (highlighted with a red box and arrow from 'd')
- Attached Files:** Attach/Manage (highlighted with a red box and arrow from 'e'), No Files Attached

e. Attached File:

You may attach a file, such as screen shot, by clicking on “Attach/Manage”

f. Depending on the “General” and “Specific” issue selected, other fields might show asking for additional information.

g. Required Fields:

Fields that have a red asterisks, *, are required and must be filled in prior to selecting the **Finish** button.

That's all, folks!

Thanks for your help in streamlining the process and improving efficiencies!