

# Quick Start Guide: ServicePRO Web Portal

This quick start guide is designed to provide the basic information needed to access and create a “ticket” in the ServicePRO web portal. A “ticket” (known as a “Request” in ServicePRO) is used to request services provided by IT, the Family Information Center, and the Transportation department.

## To access the web portal

1. Click on the shortcut to the ServicePRO portal. This shortcut is located in the “MyMNPS Folder”. You can also click on the following link: <https://servicepro.mnps.org> .....
2. Once the web portal loads, follow the steps below to login:


1. Use DROPDOWN Arrow to select “Schools.mnpsk12.local”

2. Enter your USERNAME (the same username that you use on your computer)

3. Enter your PASSWORD (the same password that you use to login to your computer)

4. Click LOGIN

**To Enter a Request**

1. Once logged into the ServicePRO web portal, click on the “ ->  New Request” button in the upper right hand side of the screen to submit a Request.



2. The New Request button launches the “New Request Wizard”

New Request Wizard

1 Title 2 Main Properties 3 Details 4 Custom Fields 5 Review

Specify Request Title

Title:

← Prev Next → Submit ✓ Cancel ✕

- a. Click on “*Enter Title*” and this box will appear....

Specify Request Title

Title:

Note: Use these navigation buttons to move through the remainder of the New Request “wizard”

- b. Type a title for the Request. This should be a brief description of the request. *(This is the title of the REQUEST, not your job title)*. Clicking the check mark saves the Request Title – More detail can be provided later.

Specify Request Title

Title:

Very Brief Description of the Problem or Need – Ex. “Distorted image on my screen”, “Computer makes a clicking noise”, etc.

- c. Click the  navigation button to advance to another page in the Request Wizard to specify additional information.

### Additional Information

- d. **Select Service Type.** Choose a T Type that includes your issue. Most of these request types should be familiar to you from HelpStar

New Request Wizard

1 Title 2 Service Catalog 3 Details 4 Custom Fields

← Prev Next → Submit ✓ Cancel ✕

**Service Catalog Selection**

Folder: -- Queues\Dispatch

Service Type:

Category:

Due by:

Urgency:

- Field Support
- Choose a Ticket Type:
- Administrative Applications
- Application Support
- BlackBoard Issues
- Block/Unblock
- Change Management
- Copier Issues

- e. **Select Category.** Click “**Select Category**” to continue preparing your ticket. *To get to the list of categories, you will need to click on the triangle beside the word “Queues”*

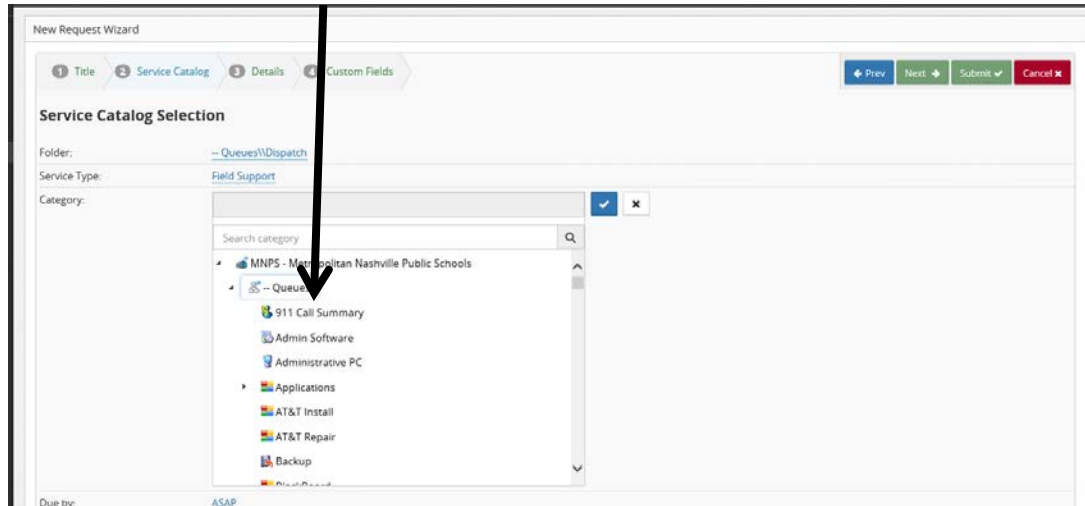
Field Support

Search category

- MNPS - Metropolitan Nashville Public Schools
  - Queues
    - 911 Call Summary
    - Admin Software
    - Administrative PC
    - Applications

**Note:** The choices you see may vary from the ones shown below.

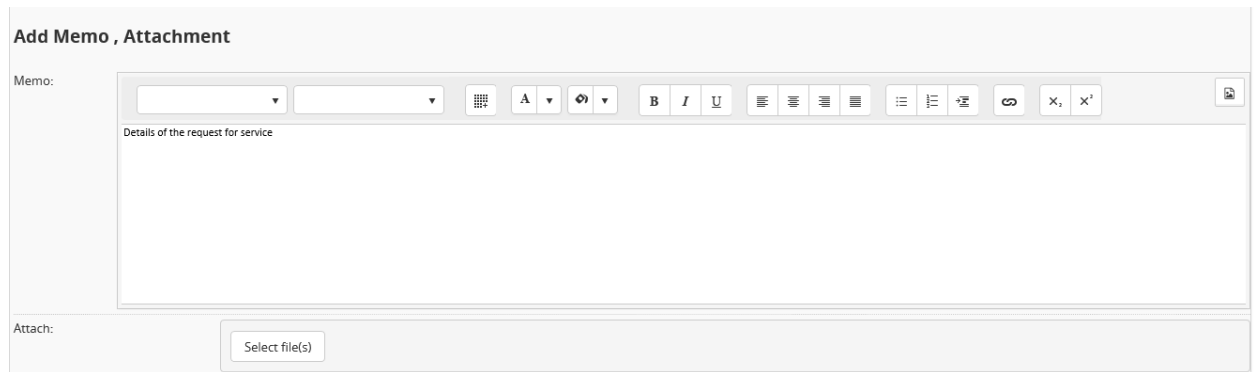
Scroll through the list of categories and select the one that best matches your request.



The screenshot shows the 'New Request Wizard' interface. The 'Service Catalog Selection' step is active. The 'Folder' is set to '-- Queues\Dispatch' and the 'Service Type' is 'Field Support'. A dropdown menu for 'Category' is open, showing a search bar and a list of categories under 'MNPS - Metropolitan Nashville Public Schools'. The categories include '911 Call Summary', 'Admin Software', 'Administrative PC', 'Applications', 'AT&T Install', 'AT&T Repair', and 'Backup'. A blue checkmark button is visible next to the selected category. Navigation buttons 'Prev', 'Next', 'Submit', and 'Cancel' are at the top right. A 'Due by:' field at the bottom shows 'ASAP'.

Click on the desired category and then click on the **blue check box** -  to confirm your selection. You may change your selection by clicking on a different category selection again and repeating the process.

- f. Click the  navigation button to advance to the Add Memo, Attachment page.
- g. **Add Memo, Attachment.** Provide as much information as possible on this page. This information will be used to assist in the routing and resolution of the request.




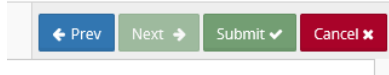
The screenshot shows the 'Add Memo, Attachment' page. The 'Memo:' section has a rich text editor with a toolbar containing various formatting options like bold, italic, underline, and text color. Below the editor is a text area labeled 'Details of the request for service'. The 'Attach:' section at the bottom has a 'Select file(s)' button.

Please include as applicable:

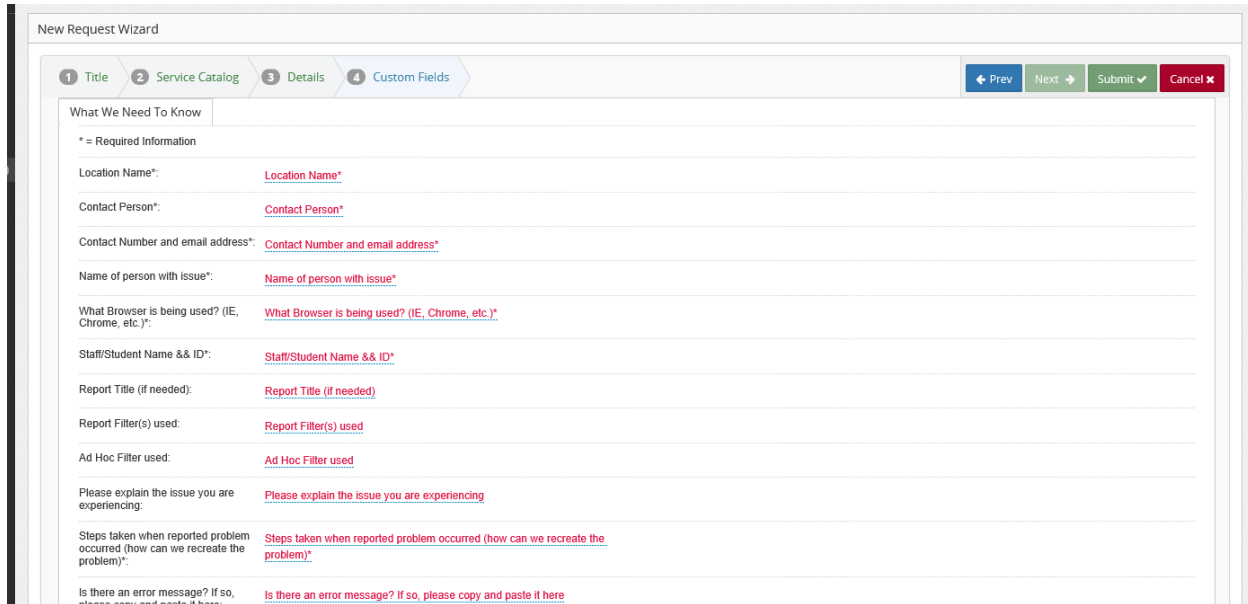
- Name of the person needing support if different than the submitter
- Best contact method and time: Cell Phone #, etc.
- Detailed description of the request for service
- Location of where the problem occurred or where support is needed (school and room number for example)
- Any additional relevant information - preliminary troubleshooting performed; intermittent or continuous problem, etc.



You may attach a file, if necessary, by clicking on the "Select file(s)" button at the bottom of the page.

- h. Click the  navigation button to advance to the next screen where additional ticket specific information will be collected. You can use the navigation buttons



in the upper right hand corner of this screen to review the information in your ticket before submitting.

A screenshot of the 'New Request Wizard' form. The form has a progress bar at the top with four steps: 1 Title, 2 Service Catalog, 3 Details, and 4 Custom Fields. The 'Details' step is currently active. Below the progress bar, there are several input fields with labels and red text indicating required information. The fields are: 'Location Name\*', 'Contact Person\*', 'Contact Number and email address\*', 'Name of person with issue\*', 'What Browser is being used? (IE, Chrome, etc.)\*', 'Staff/Student Name & ID\*', 'Report Title (if needed)', 'Report Filter(s) used', 'Ad Hoc Filter used', 'Please explain the issue you are experiencing', 'Steps taken when reported problem occurred (how can we recreate the problem)\*', and 'Is there an error message? If so, please copy and paste it here'. At the top right of the form, there are four navigation buttons: 'Prev', 'Next', 'Submit', and 'Cancel'.

- i. After reviewing, click the  button. A brief pop-up message -  - with the assigned ticket number will appear and the ticket will be routed for resolution.