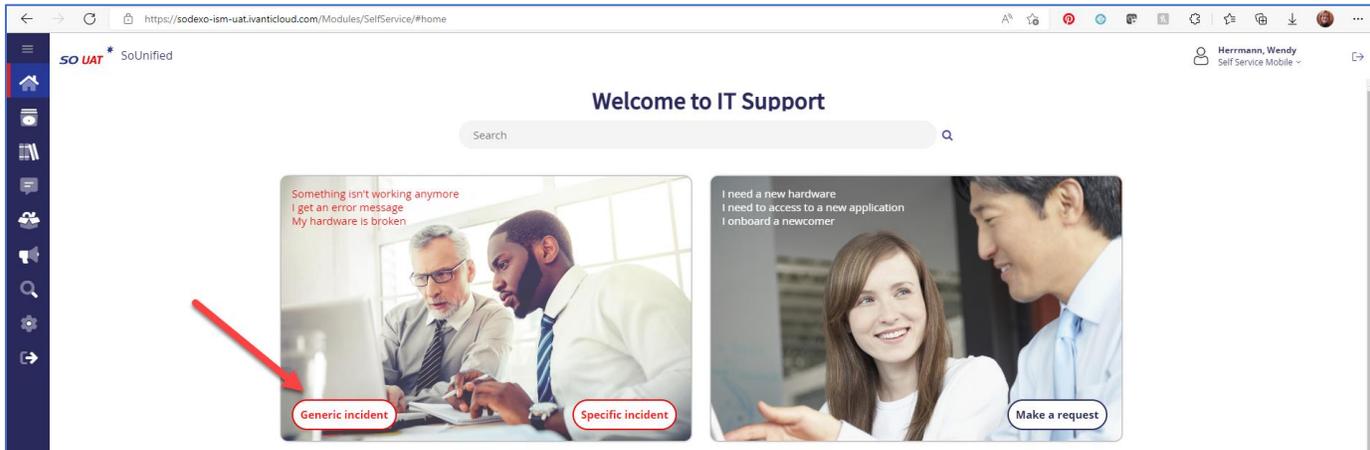# How to Create a Self-Service Incident Ticket for Support

1. Launch SoUnified [Self Service Mobile](https://sodexo-ism.ivanticloud.com/Modules/SelfService/#home). (https://sodexo-ism.ivanticloud.com/Modules/SelfService/#home)
   a. If prompted, select role **Self Service Mobile,** and then click **Submit**.
2. Click on **Generic Incident** (red button on the left)

This will open a new generic incident form.

Customer Details

This section is auto populated with the information of the person logged into Self Service Mobile.

- The *Phone* number can be updated with a different number if incorrect or you would like to be reached at a different number than listed
- You can change the *Customer* to someone else if you are creating an incident on behalf of someone else by overwriting with that person's name. (Please make sure the phone number is accurate.)

Incident Details

This section is where you will input the details of your issue, select categorization, and add any necessary attachments.

Summary – A brief sentence summarizing the issue.

Description – The details of the issue.

Service – This is the type of grouping that the application or issue relates to.

- As soon as you select the *Service*, the fields will change:
    a. *Impacted Application* becomes a required *(red asterisk) field
    b. *Category* field is added
    c. *Subcategory* field is added

Impacted Application – Based on the *Service* selected, you will see the related applications in the dropdown.

- As a required field, it should be updated from the default placeholder 'N/A'
- This field will guide the system to route your incident to the correct support team

Category - Based on the Service selected, you will see the related applications in the dropdown.

Subcategory – some Category selections will have related filtering (subcategories) to further detail an issue. This is not a required field for you to complete, but it does assist the Service Desk analyst with preparation for supporting/resolving your ticket, so please select, if possible.

Subcategory viewing tip:

Sometimes, the Subcategory list isn't wide enough to display the full description of a subcategory.

- To view at a suitable width:
    o Click the **Subcategory** dropdown to view the list
    o Move your cursor to the lower right corner of the dropdown where you see three small blue dots
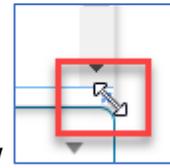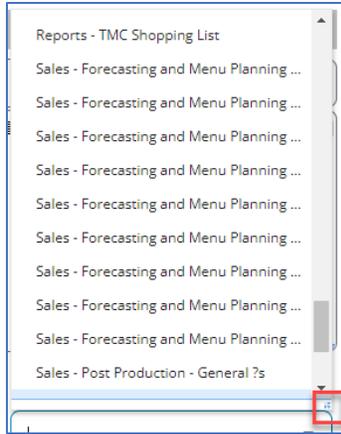
o When the cursor changes to a double-pointed arrow , click and drag to the right to expand the viewing field
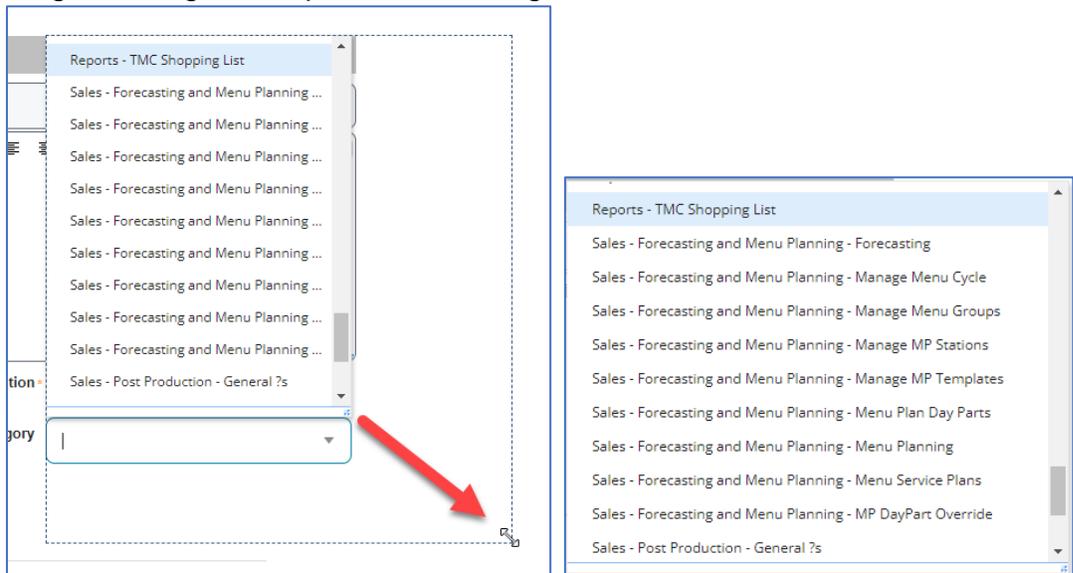
o Now you can read the full listing of each Subcategory option.

Urgency – Select the appropriate option based on your situation.

- High – Needed within the next few hours
  - o Client needs a report, Month end and can't access application
- Medium – Needed within the next day or so
  - o Doing a presentation on Friday and Teams is not working (its Tuesday)
- Low – Not urgent issue, can wait a few days
  - o Would like to review the WOR to see where improvements in reporting could be made for future

3. Input the *Summary*.
4. Input the *Description*.
5. Select the *Service*.
6. Select the *Impacted Application*.
7. Select a *Category*.
8. Select a *Subcategory*, if applicable.
9. Select the *Urgency*
10. Use the *Attach* button to insert any necessary supporting documents needed for the incident.
11. Click **Save**.

Example of a completed incident form

What Happens After Clicking Save?

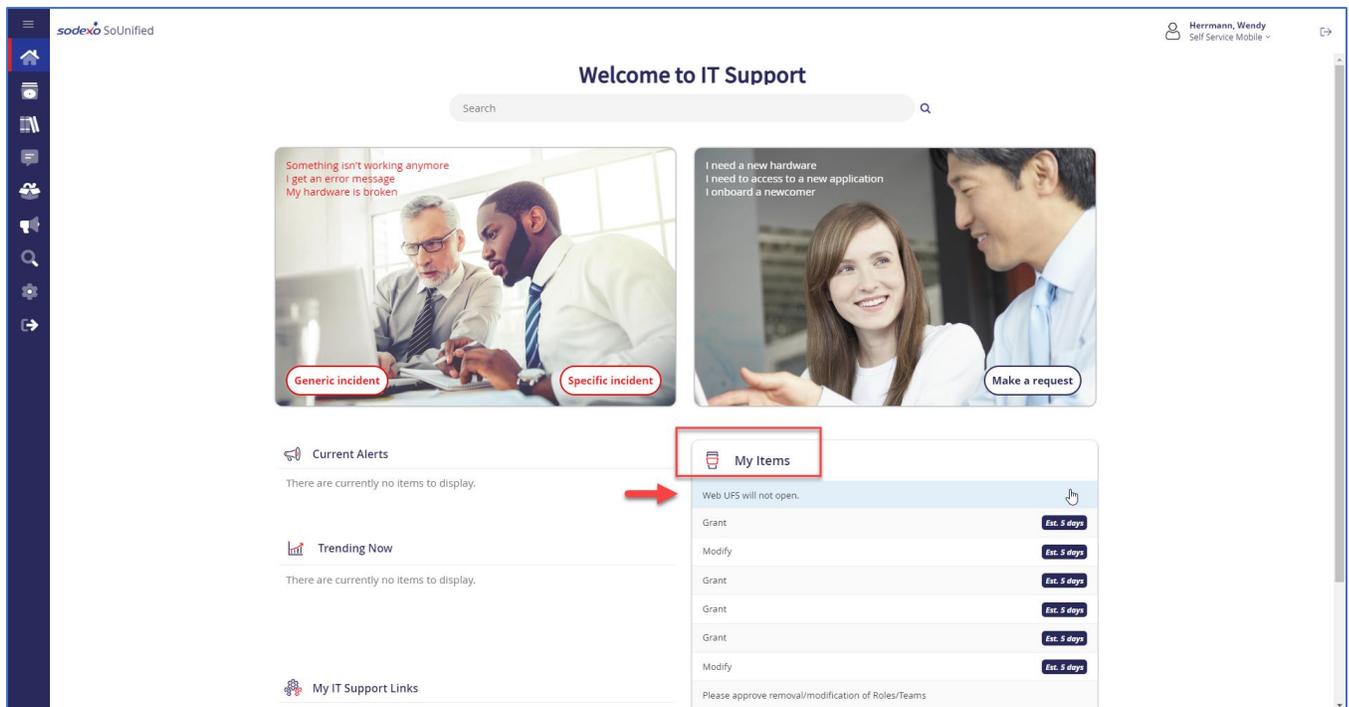1. You will see the following notice. It contains the Summary of the incident you submitted, along with the new incident number assigned to it.
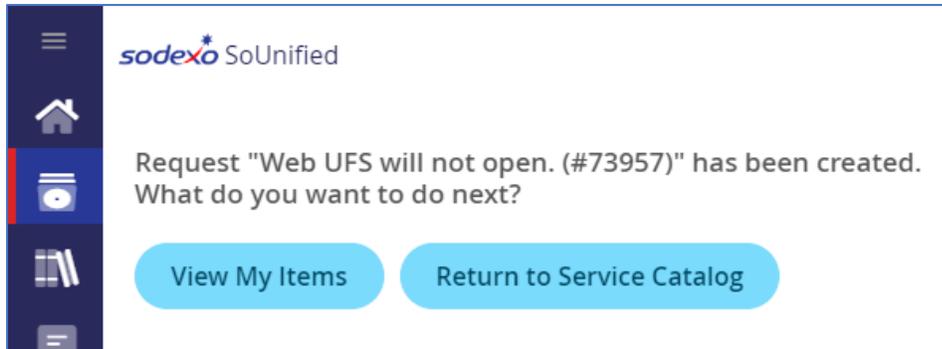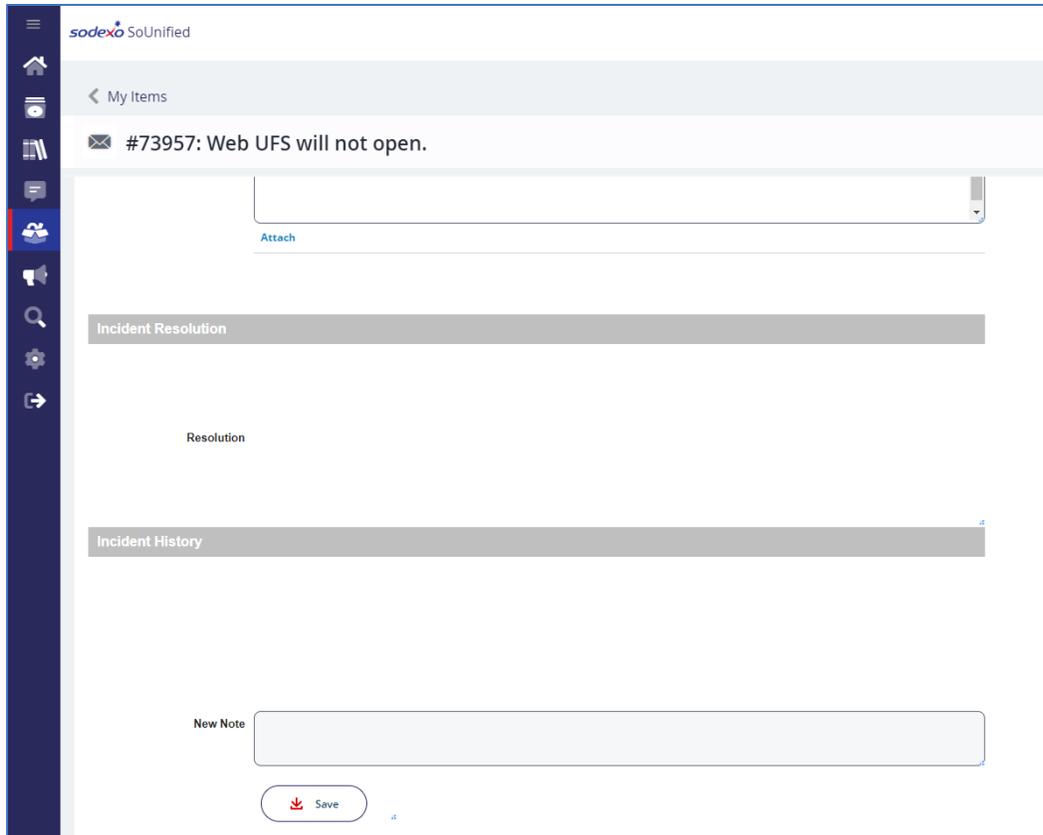

> a. Select **View My Items**

This will bring you back to the Self Service Mobile home screen, where you can see *My Items* and your incidents.

b. Click on the incident you submitted.
- This will reopen the incident screen

c. Scroll to the bottom of that screen.

It is here where you will:

- Use the *New Note* field to communicate with your Service Desk Analyst if you have any additional information to add to the incident
- Find any updates to your incident listed under *Incident History* (Your notes will be added there also)
- See the resolution to your incident in the *Incident Resolution* area

2. You will receive a confirmation email that an incident ticket has been created for you.

NOTES:

- It is critical that you DO NOT create any additional incident requests for the same issue until you have resolved the current incident. Otherwise, this will create duplicates and slow down the response time.
- Use the *New Note* option above to correspond with the open incident.
- If you decide to call back and stay on the line to wait for the next analyst, please make sure to let them know the existing incident number so a duplicate is not created.

SoUnified

IT Support notification

Notification du support Informatique

Notificación de soporte de TI

EN

Hello Herrmann, Wendy,

The following incident has been **created** for you :

Incident #	73957
Summary	Web UFS will not open.
Org Unit	OSS
Location	US
Description	

When I click the link to launch Web UFS, the screen flashes quickly but does not open UFS.

Open incident in the Self-Service portal.