February 2024

Key updates to the Service Desk

Incidents and Service Requests for the Service Desk should now be logged as tickets which can done via the Service Portal on the IDG website.

Logging Incident Tickets
An Incident is defined as a service or product is broken or is not working as you would expect, such as a flashing laptop screen, or not being able to access an email account.

Incidents should now be reported via a self-service form that can be found in the Service Portal on the IDG website. Once an incident is reported, the team will confirm receipt of your ticket via email and follow up as needed.

To enable a faster resolution time and to ensure all relevant information is captured, the self-service form is the preferred way to log an Incident however you can still email helpdesk@warwick.ac.uk if needed.

Please note that the telephone service should only be used to report critical incidents, such as a core system or service is down or degraded i.e. Tabula is running very slow or the Wireless Network is not accessible. The Service Desk is available 24 hours a day, 7 days a week on +44 (0) 2476573737 or ext. 73737 (internally).

Logging Service Request Tickets
A Service Request is defined as a request for the provision of a service or product, such as ordering a laptop or access to software.

Service Requests can be logged via the relevant self service form that can be found in the Service Portal on the IDG website.

If you are not able to find a relevant form, it is possible that this service is not currently being offered. To request a new service, please complete the Request a Service form to raise a non-standard service request. Once received, the information will be logged to support future service catalogue reviews.

View Status of Logged Tickets via Self Service Portal
You can view the status of tickets through 'My Tickets' on the IDG website:

1. From the IDG website, refer to 'My Tickets' on the right-hand side.
2. Once through to the Service Desk portal, click on the ticket you would like to check the status of and in the Incident record details section, you will see the Incident state of your ticket.
3. To update the ticket with a comment, enter your text in the "Type your message here" box and press the Send button.
4. If you want to attach a document or supporting evidence, then click on the paper clip icon and add your attachment.

Library Drop in
Face to face support is available on the 1st floor of the Library. The team will be available to support between 10:00am and 2:30pm, Monday to Friday (excluding bank holidays and public holidays).