

NASSTAR



NASSTAR CUSTOMER PORTAL

USER GUIDE

Version 0.1 - 29/05/2024

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Version Control

Current Version

Parameter	Value
Current Version	0.1
Release Date	29/05/2024
Author	Nasstar OneDesk Support Team

Version History

Version	Date	Author	Description of Changes
0.1	Click or tap to enter a date.		
0.2	Click or tap to enter a date.		
0.3	Click or tap to enter a date.		
0.4	Click or tap to enter a date.		

1 Introduction

The Nasstar ServiceNow Service Portal is available for customers to raise P3 tickets. Here, you can request something you might need, raise an incident if something is broken, find answers to questions and more.

This user guide provides key information on how to use the ServiceNow Portal.

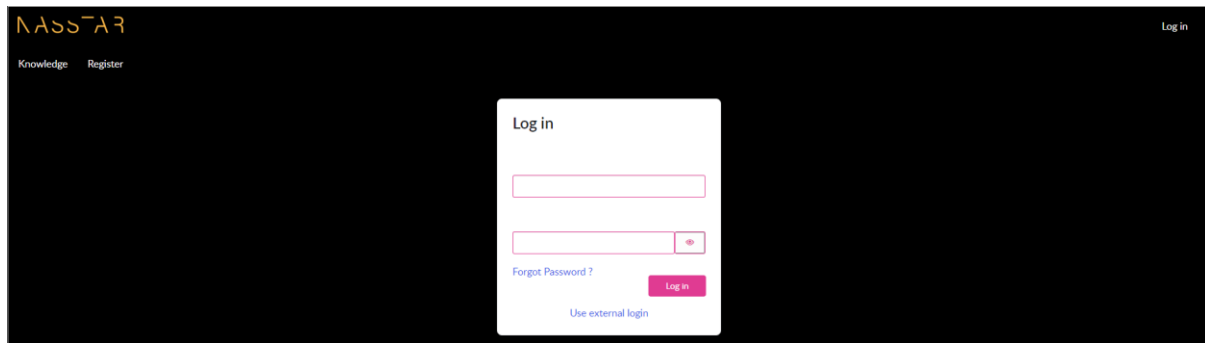
2 2 Accessing the portal

The portal is accessed via the URL: <https://onenasstar.service-now.com/nasstarcsm>

2.1 Registration

Before you can register, you will need a valid "Registration Code". This will normally be provided by your Service/Account Manager when they ask you to register to use the portal.

New users can register via the Register option on the top left of the log-in screen.



Once selected, the following Customer Registration form will open. Supply the requested information and then click Submit.

First Name

Last Name


Business Email

Registration Code

I agree to the [Privacy Policy](#) and [Community Terms and Conditions](#)

reCAPTCHA verification

I'm not a robot



reCAPTCHA
Privacy - Terms

Once you have submitted a registration request, it will be forwarded to an administrator for approval. Once approved, an email will be sent to inform you of your username and a temporary password.

Below is an example of the email you will receive.

Hello Nasstar,

The account you requested for accessing the Service-now system has been processed. You may now access the application using the following credentials:

<https://onenasstartest.service-now.com/>

User ID: Nasstar.TestUser

Password: GPsajHgg

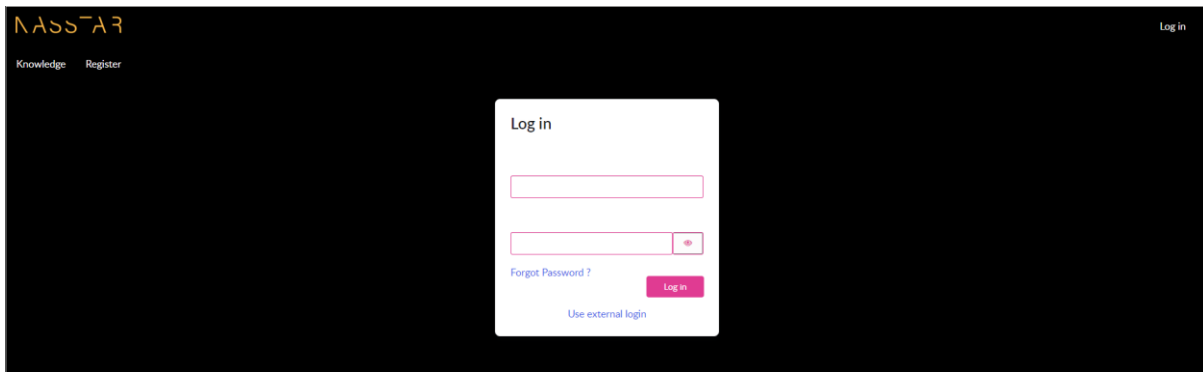
Best Regards,
Customer Support

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0135121_vFfcbCQj1DLYg9clbizc

2.2 Login

Log in to the portal as shown below with the credentials provided.



The first time that you log in, you will be asked to change your password. Passwords must consist of a minimum of 8 characters, encompassing at least one uppercase letter, one lowercase letter, one number and one special character. Restrictions on repetitive characters and use of user data apply.

All password requirements are detailed on the Change Password screen.

Enter the temporary password as your current password and create a new password. Confirm the new password and click the Submit button.

Change Password

User name:
Nasstar.TestUser

Current Password:

Password Requirements:

- Minimum 8 characters
- Maximum 100 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)
- At least 1 special character(s)
- No repetitions more than 3 character(s)
- No sequence more than 3 character(s)
- No user data like first name, last name, username, and company name

New password:

Confirm New Password:

Submit

On Submit you will be logged in and redirected to the following portal home page.

NASSTAR Nasstar TestUser

Knowledge My Cases Tell us how we're doing

Good Afternoon Nasstar, how can we help?
For critical issues, please call +448001216640

Search

How can we help?
Click here to ask us for help

Service Catalogue
Click here to make requests for services or ask for information

Knowledge
Browse and search for articles, rate or submit feedback

Most Read Articles

- Replacing a fan Fuse on a router
System Administrator • 26 Views • 6mo ago • ★★★★★
- Removing the Circuit Breaker
System Administrator • 7 Views • 6mo ago • ★★★★★
- How To Set Up a Home Network Router
System Administrator • 5 Views • 6mo ago • ★★★★★
- Controllers and Applications

Featured Articles

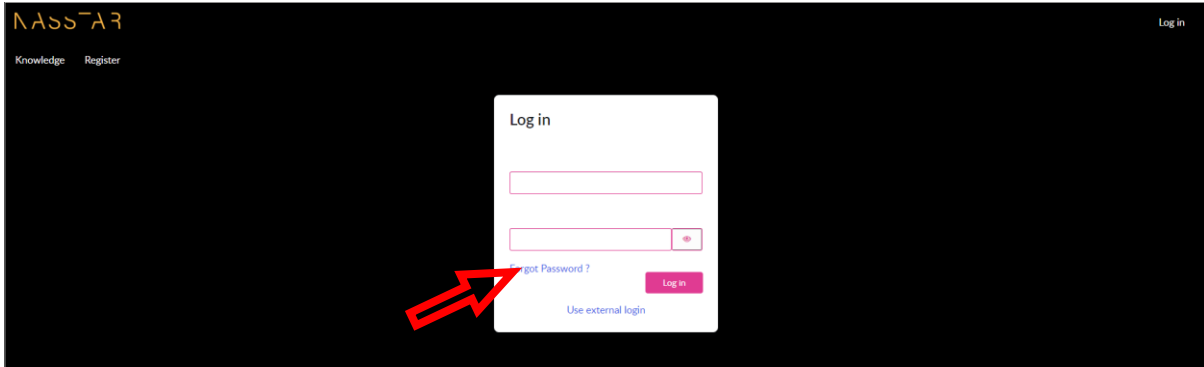
- Reinstalling components into the router chassis fan
System Administrator • 2 Views • 6mo ago • ★★★★★

Most Useful Articles

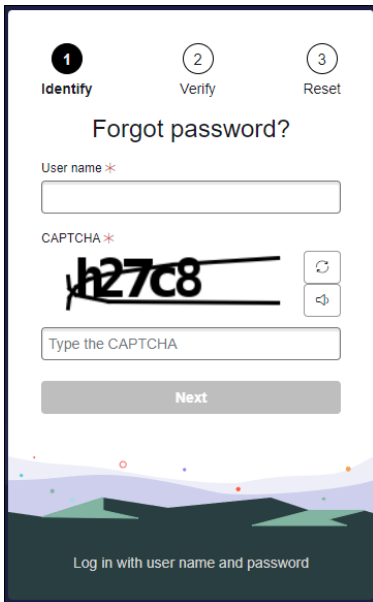
- Replacing a fan Fuse on a router
System Administrator • 26 Views • 6mo ago • ★★★★★

2.3 Reset Password

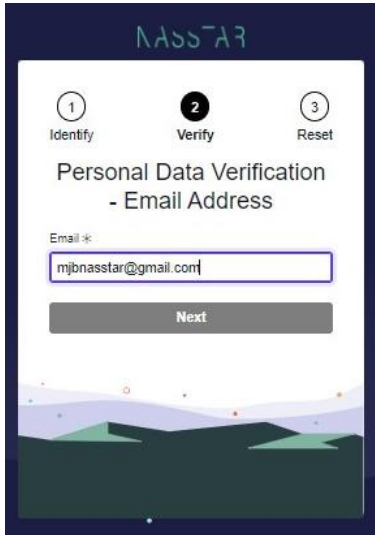
Users can reset their password via the Forgot Password link under the password field on the log in screen.



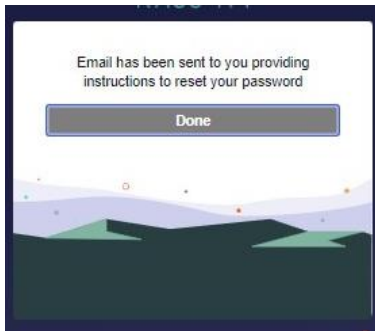
Once selected, the following window will open. Supply a valid username, type the Captcha in the box and click the Next button.



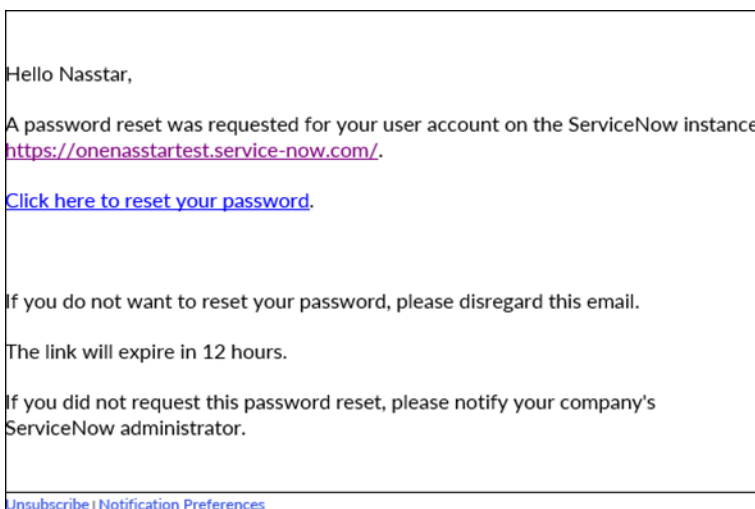
Next, the following window will open, and you will need to supply a valid email address for the account and click Next.



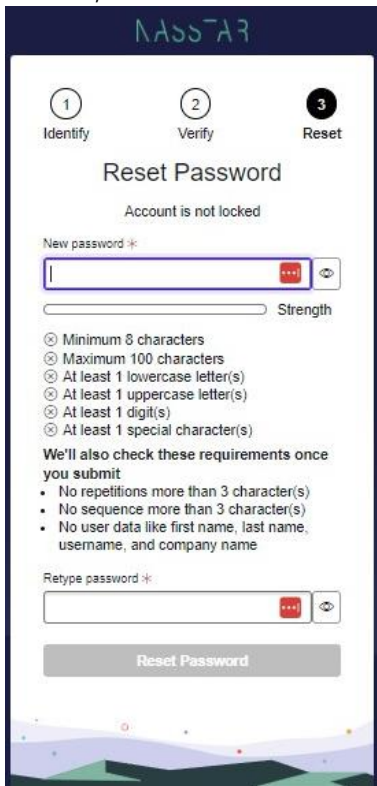
The following notification will appear to confirm that a password reset email has been sent.



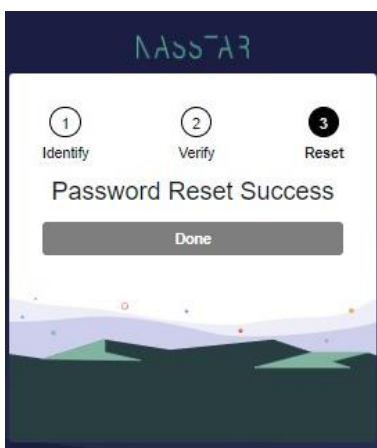
Below is an example of the email you will receive.



Click on the link in the email to be directed to the following screen. Create a new password, retype to confirm, and click the Reset Password button.



You will receive a password reset success confirmation. Click Done to be redirected to the portal login page to sign in.



3 Creating a new case

All users, standard and administrators, can create and view cases.

The portal is meant for medium priority (P3) tickets. If the case is urgent, i.e. P1/P2 then it should be called through to the Service Desk. High-priority tickets will be visible via the portal once created by the Service Desk.

When creating a case, first decide if it is an Incident, a Service Request, or a Request for Information:

Incident - Generally when something isn't working as expected

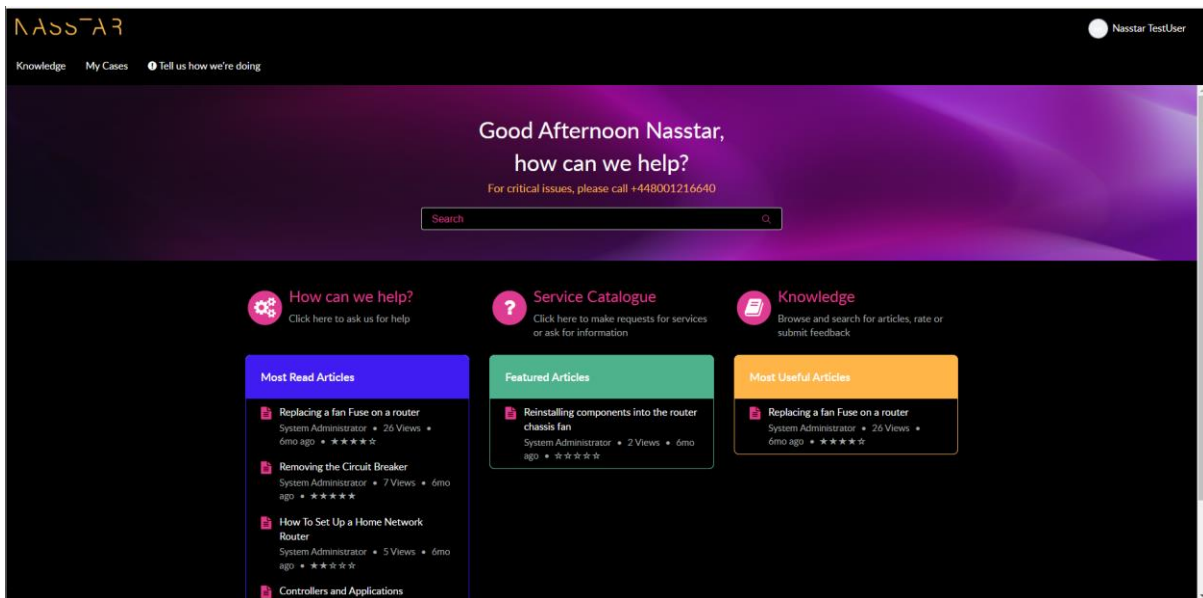
Service Request - Request support, services, or assistance

Request for Information - Ask a question or make an inquiry

3.1 Raise an Incident

Incidents are raised if something is not working. To raise P1 & P2 alerts you should call to ensure you get assistance more quickly. The portal is for reporting lower-priority incidents i.e. P3.

Once logged in to the portal you will see the "How can we help?" item on the home page.



Upon clicking "How can we help?", the following form will display, and values will be prepopulated for fields; Account, Contact, When did this issue first occur?, Impact and Urgency.

The additional fields that must be completed are indicated with an asterisk in the form and also listed as required information to the right of the screen under the Submit button.

Home > Customer Service > Support > Raise an incident

Search

Raise an incident

Use this form to get help with something that was working previously or if any service has degraded

* Indicates required

* Account
[Dropdown menu]

* Contact
[Dropdown menu]

Raised on behalf of [Dropdown menu] Additional Contacts [Text input]

Affected Location
[Dropdown menu]

When did this issue first occur?
29-05-2024 03:37:01 [Calendar icon]

* Impact
3 - Medium [Dropdown menu]

* Urgency
3 - Medium [Dropdown menu]

* Subject
[Text input]

* Description
[Text input]

Add attachments

Submit

Required information
Contact Subject Description

The required information items to the right of the screen will disappear from the list as they are completed.

Home > Customer Service > Support > Raise an incident

Search

Raise an incident

Use this form to get help with something that was working previously or if any service has degraded

* Indicates required

* Account
[Red info icon] [Dropdown menu]

* Contact
[Dropdown menu]

Raised on behalf of [Dropdown menu] Additional Contacts [Help icon]

Affected Location
[Red info icon] [Dropdown menu]

When did this issue first occur?
29-05-2024 03:37:01 [Calendar icon]

* Impact
3 - Medium [Dropdown menu]

* Urgency
3 - Medium [Dropdown menu]

* Subject
[Text input field]

* Description
As you complete field(s) the label disappears from 'Required information'
[Text input field]

Add attachments

Submit

Required information
Contact Subject

The "When did this issue first occur?" field defaults to the date and time the incident was raised but the user also has the option to amend this if the actual time of occurrence is known.

Impact & Urgency fields will be defaulted to 3 - Medium.

Home > Customer Service > Support > Raise an incident

Search

Raise an incident

Use this form to get help with something that was working previously or if any service has degraded

* Indicates required

* Account
[Dropdown menu]

* Contact
[Text input]

Raised on behalf of [Dropdown menu] Additional Contacts [Text input]

Affected Location
[Dropdown menu]

When did this issue first occur?
29-05-2024 03:37:01 [Calendar icon]

* Impact
3 - Medium

* Urgency
3 - Medium

* Subject
[Text input]

* Description
As you complete field(s) the label disappears from 'Required information'

Add attachments

Submit

Required information
Contact Subject

May 2024
Su Mo Tu We Th Fr Sa
28 29 30 1 2 3 4
5 6 7 8 9 10 11
12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30 31 1
2 3 4 5 6 7 8
Cancel OK

The user has the option to add an attachment here by clicking the link in the bottom left corner.

The screenshot shows the 'Raise an incident' form with the following fields and elements:

- Navigation:** Home > Customer Service > Support > Raise an incident
- Search:** Search [magnifying glass icon]
- Form Title:** Raise an incident
- Instruction:** Use this form to get help with something that was working previously or if any service has degraded
- Legend:** * Indicates required
- Fields:**
 - *Account: [dropdown menu]
 - *Contact: [dropdown menu]
 - Raised on behalf of: [dropdown menu]
 - Additional Contacts: [text input]
 - Affected Location: [dropdown menu]
 - When did this issue first occur?: [date-time picker showing 29-05-2024 03:37:01]
 - *Impact: [dropdown menu showing 3 - Medium]
 - *Urgency: [dropdown menu showing 3 - Medium]
 - *Subject: [text input]
 - *Description: [text input containing 'As you complete field(s) the label disappears from 'Required information'']
- Buttons:**
 - Submit (pink button)
 - Contact (pink button)
 - Subject (pink button)
 - Add attachments (blue link with paperclip icon)

A red arrow points to the 'Add attachments' link at the bottom left of the form.

Once all details are completed, click on the Submit button at the top right of the screen.

This screenshot shows the 'Raise an incident' form with the 'Submit' button highlighted in pink, indicating the final step of the process.

Upon clicking on the submit button the user will see the screen below with the case details. The headers at the top have the basic details of the case; Number, when Created, last Updated and current State.

The screenshot displays the 'Standard Ticket' interface. At the top, there is a breadcrumb 'Home > Standard Ticket'. Below this, the ticket number 'CS00105724' is shown on the left, and the status 'Created just now', 'Updated just now', and 'State New' are on the right. A pink header bar contains 'Brief description' and an 'Actions' dropdown. Below the header, the ticket details are shown: 'Priority 3 - Medium' and 'Contact Nasstar Test...'. The main content area has two tabs: 'Activity' (selected) and 'Attachments'. Under 'Activity', there is a rich text editor with a toolbar (bold, italic, underline, font, alignment, list) and a 'Send' button. Below the editor, an activity log entry shows 'Nasstar TestUser' creating the ticket 'CS00105724' 'just now'. A 'Start' button is located at the bottom left of the activity section.

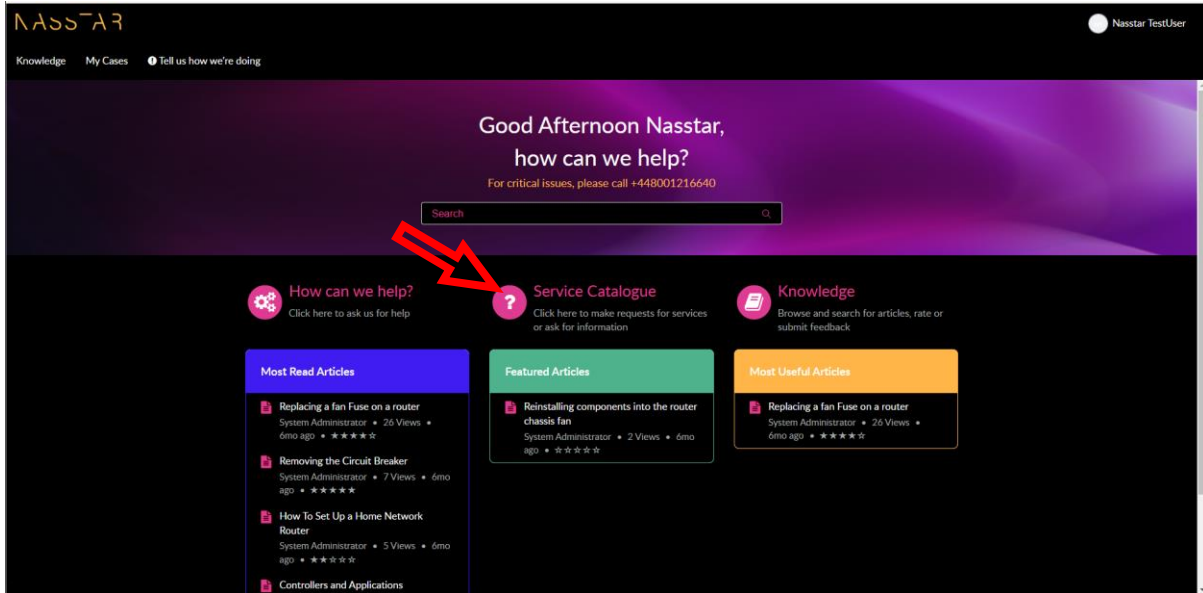
Once the user successfully creates the incident, the Nasstar Service Desk will pick up the case and update it accordingly. All updates will then appear here which the user can refer to.

The screenshot displays the 'Standard Ticket' page in the Nasstar Service Desk. At the top, the breadcrumb 'Home > Standard Ticket' is visible. The ticket details include the number 'CS00105724', a priority of '3 - Medium', and a contact named 'Nasstar Test...'. The 'Brief description' section is highlighted in pink and includes an 'Actions' dropdown. Below this, the 'Activity' tab is selected, showing a rich text editor with a 'Send' button and a vertical timeline of activity. The activity feed includes a 'Start' button at the bottom, followed by a comment from 'Nasstar TestUser' at '5m ago' stating 'CS00105724 Created', and another comment from 'Nasstar TestUser' at 'just now' with the text 'Additional comments' and a prompt to 'Add another comment to show in history'.

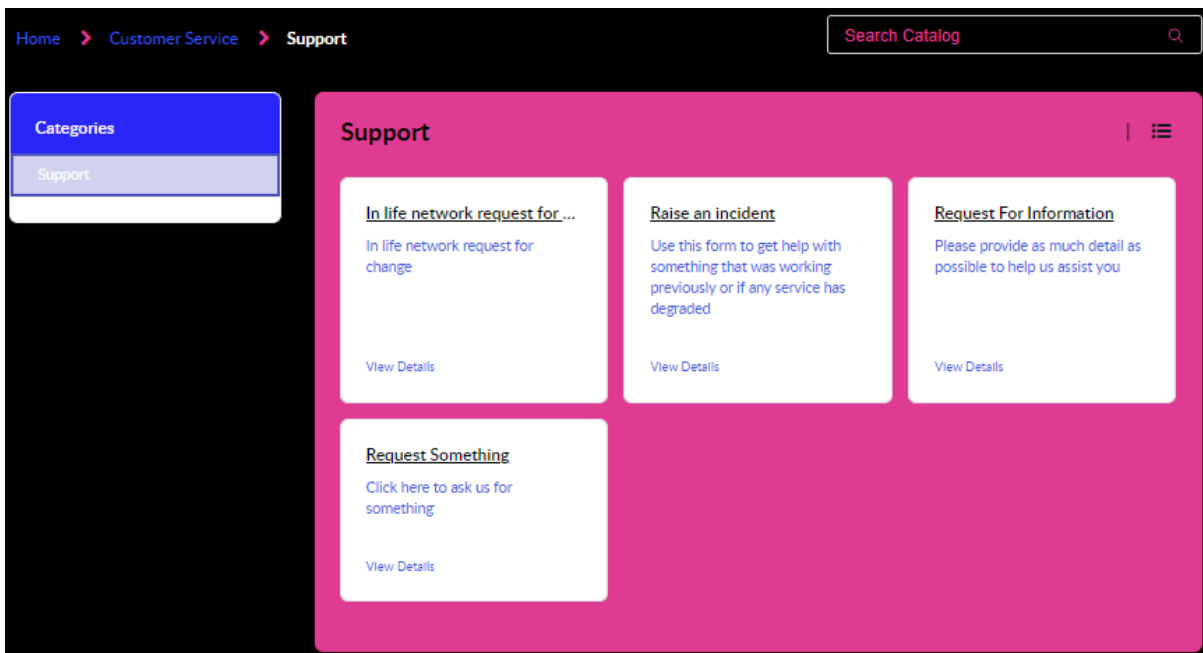
3.2 Service Catalogue

Service Request cases are raised to request services, or if you require support or assistance. Creating the service request case is a similar process to raising an incident but less details are needed.

Once logged in to the portal you will see the Service Catalogue item on the home page.



Upon clicking on "Service Catalogue" the following form will display four options:



3.2.1 Raise an Incident

Select this to open the incident form and follow the process detailed in section 3.1

3.2.2 Request Something

Request Something cases are raised to request services, or if you require support or assistance. Creating the case is a similar process to raising an incident but fewer details are needed.

Upon clicking on "Request Something", the following form will display, and values will be prepopulated for fields; Account, Contact, Impact and Urgency.

The screenshot shows the 'Request Something' form in the Nasstar Customer Portal. The breadcrumb navigation at the top reads: Home > Customer Service > Support > Request Something. A search bar is located in the top right corner. The form title is 'Request Something' with a sub-header 'Click here to ask us for something'. A legend indicates that an asterisk (*) denotes required fields. The form contains the following fields:

- * Account:** A dropdown menu with a red information icon on the left.
- * Contact:** A dropdown menu.
- * Impact:** A dropdown menu with the value '3 - Medium' selected.
- * Urgency:** A dropdown menu with the value '3 - Medium' selected.
- * Subject:** A text input field.
- * Description:** A larger text input field.

At the bottom left of the form, there is a link with a paperclip icon labeled 'Add attachments'. On the right side of the form, there is a pink 'Submit' button and a 'Required information' section containing three tabs: 'Contact', 'Subject', and 'Description'.

3.2.3 Request for Information

Request for Information cases are raised to ask a question or make an inquiry. Creating the Request for Information case is a similar process to raising an incident but less details are needed.

Upon clicking on "Request for Information", the following form will display, and values will be prepopulated for fields; Account, Contact, Impact and Urgency.

The screenshot shows the 'Request For Information' form in the NASSTAR customer portal. The breadcrumb navigation at the top reads: Home > Customer Service > Support > Request For Information. A search bar is located in the top right corner. The form title is 'Request For Information' with a subtitle 'Please provide as much detail as possible to help us assist you'. A legend indicates that an asterisk (*) denotes required fields. The form contains the following fields:

- *Account:** A dropdown menu with a red information icon on the left.
- *Contact:** A dropdown menu.
- Raised on behalf of:** A dropdown menu.
- Additional Contacts:** A text input field with a help icon.
- *Impact:** A dropdown menu with '3 - Medium' selected.
- *Urgency:** A dropdown menu with '3 - Medium' selected.
- *Subject:** A text input field.
- *Description:** A large text area.

At the bottom left of the form is a link 'Add attachments' with a paperclip icon. On the right side of the form, there is a 'Submit' button and a 'Required information' section with links for 'Contact', 'Subject', and 'Description'.

3.2.4 In Life Network Request for Change

Creating the Request for Change case is a similar process to raising an incident, but different details are needed.

Upon clicking on "In life network request for change" the following form will display, and values will be prepopulated for fields; Requested for and Company. The form is similar to incidents but the "When did this issue occur?" field is not present.

The additional fields that must be completed are indicated with an asterisk in the form and also listed as required information to the right of the screen under the Submit button. Apart from completing the mandatory fields, a user also has the option to provide further information in a limited number of additional fields.

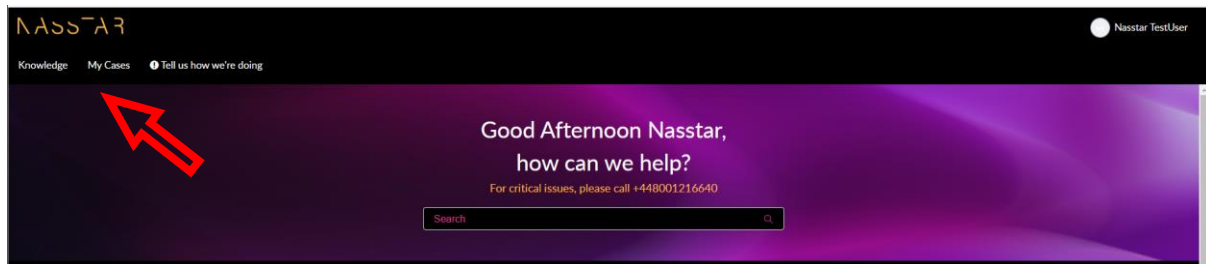
3.3 Notifications of updates to your cases

Once your case has been created you will receive an email confirming the details.

To keep you updated with progress on any case that you have raised, you will receive further emails whenever an update is made.

4 Viewing and updating cases

There are several list views available from the "My Cases" menu at the top of the home page.



Selecting My Cases will display the default view of All Cases.

4.1 Single case search

If you are looking for a specific case and you have the reference, the quickest way to find it is to enter the reference in the Keyword Search box.



4.1 Lists of cases

There are several filtered list views available from the “My Cases” section on the left of the page.

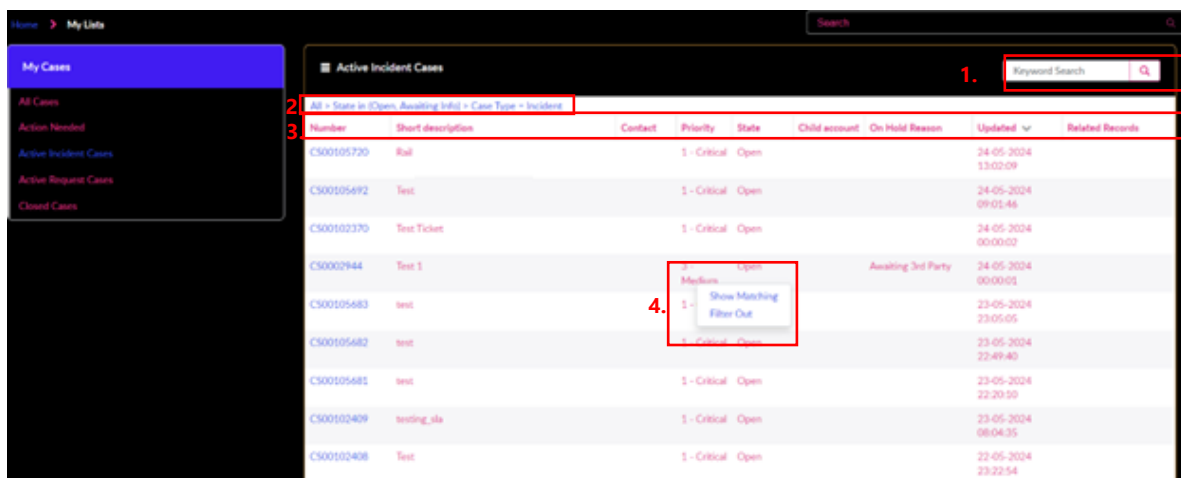
- All Cases - The default view
- Action Needed - All cases that need your attention
- Active Incident Cases - All Incident cases raised by you that are still open
- Active Request Cases - All Service Request cases raised by you that are still open
- Closed Cases - All cases raised by you that have been closed

Choose one of these options to view a list of cases filtered accordingly.

Your selected list can then be filtered further and/or sorted as described below.

Referring to the numbers on the screenshot below:

1. Use the Keyword Search to filter the list to only include cases that include the given keyword. If a phrase of more than one word is used, enclose it in quotation marks.
2. This area is known as the ‘breadcrumbs’ and you can click here to remove filters that you have applied, i.e. to work back up the list of filters.
3. Click on a heading to sort by this column and click again to sort in the opposite direction. The arrow shows which column the list is currently sorted on.
4. Right-click on a given value in a list. This gives you the option to “Show Matching”, i.e. filter the list to only show this value, or “Filter Out”, i.e. exclude the selected value from the list.

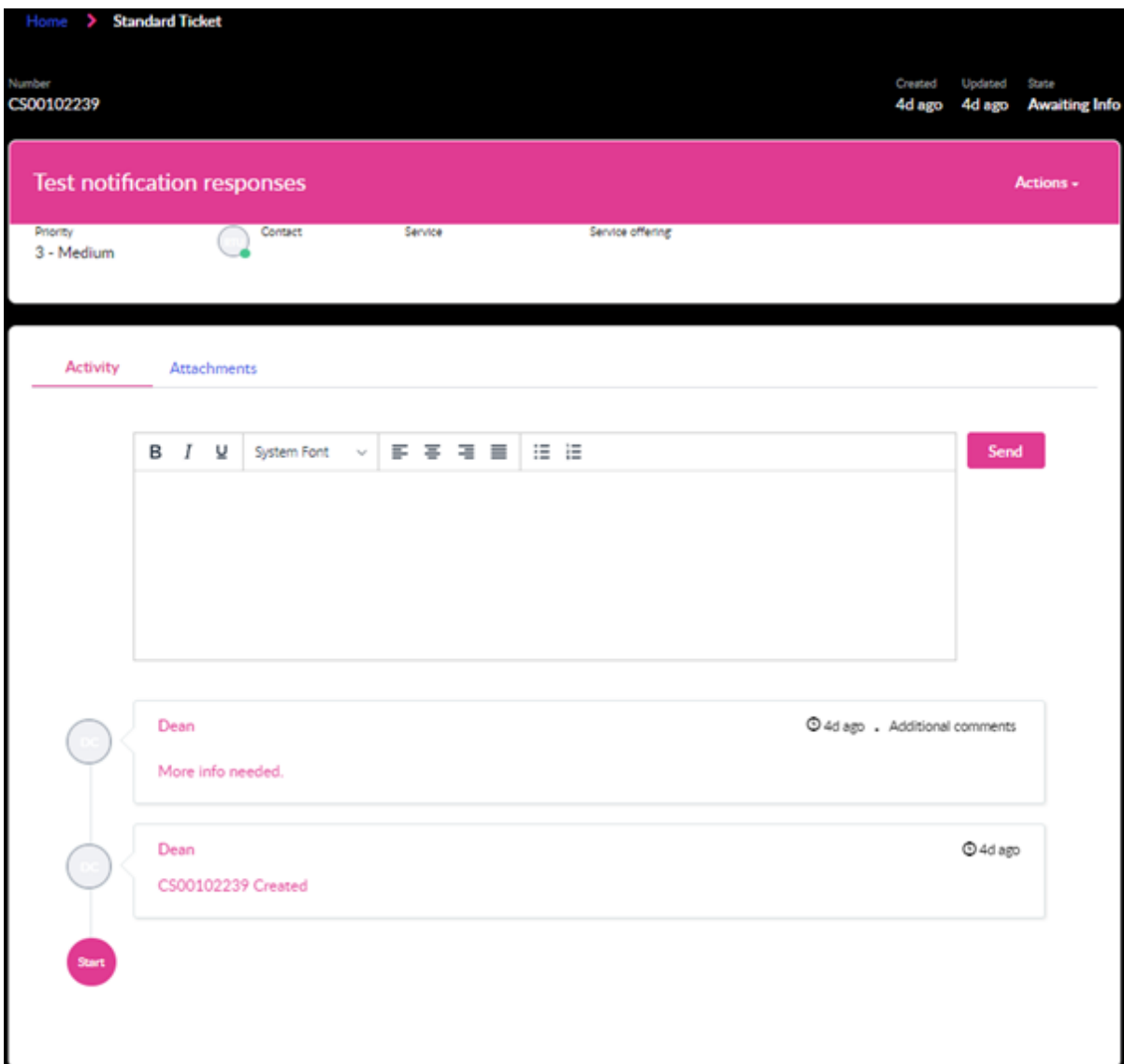


A case list can be exported in several formats by clicking next to case view description:



4.3 View/update individual cases

Once you select an individual case you will see the following screen.



The form will be headed with the case number, time created and/or updated and the current state of the case.

The "State" field will show one of the following values:

Open - Case is currently being worked on

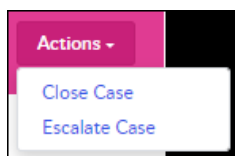
Awaiting Info - The case is awaiting action from either a third party or the customer before it can be progressed

Resolved - A solution has been proposed and is awaiting acceptance/rejection

Closed - Case has been closed and no further work is expected

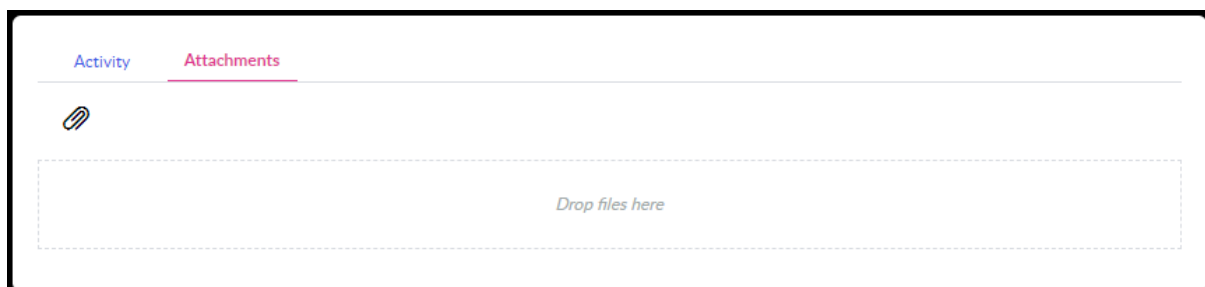
The top section shows the details of the case. This is read-only. If you spot an error in this section then update the notes field and Service Desk will update accordingly.

Clicking the Actions button will show the currently available actions for the ticket.



The bottom section contains two tabs. The Activity tab contains a free format notes field for any ticket updates that you wish to make. Type your comments in the field and click send. Your update will be added to the ticket history activity listed below.

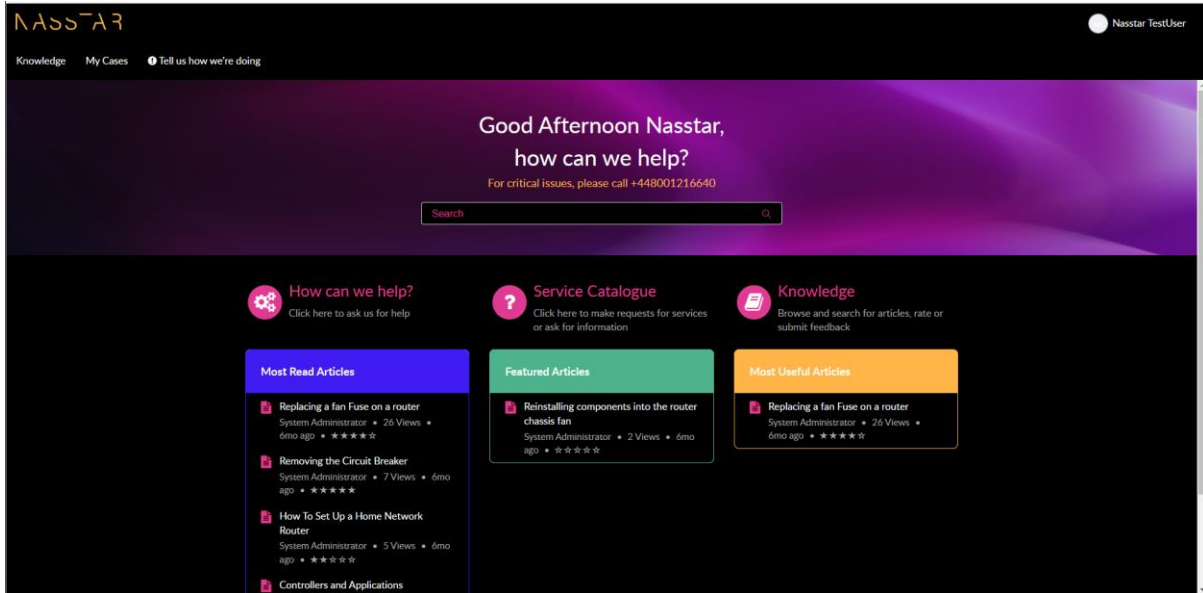
The Attachments tab, when selected, will enable you to add files by clicking the paperclip or by dragging and dropping into the box.



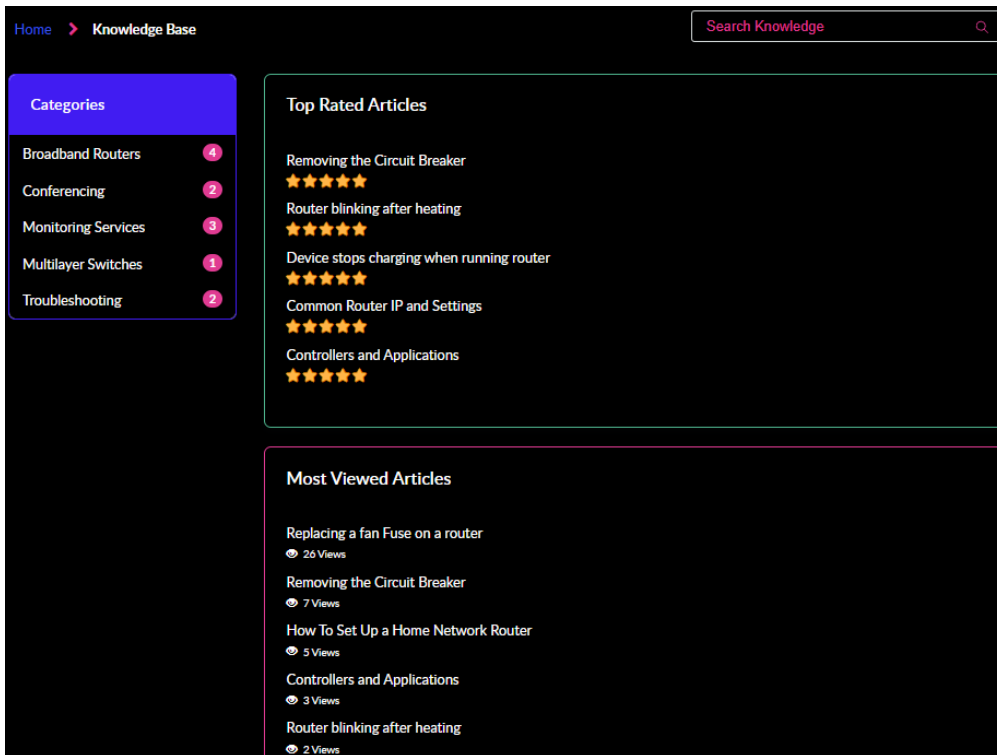
Once the ticket has been resolved/implemented by the support teams, the person who raised the ticket will receive an email notifying them of the update. If you agree with the resolution, then you can click on "Accept Solution" which will close the case. Alternatively, you can "Reject Solution" to reactivate the ticket (which triggers an update to the support team). When rejecting a solution, you are asked to state a reason for the rejection.

5 View Knowledge Articles and User Guides

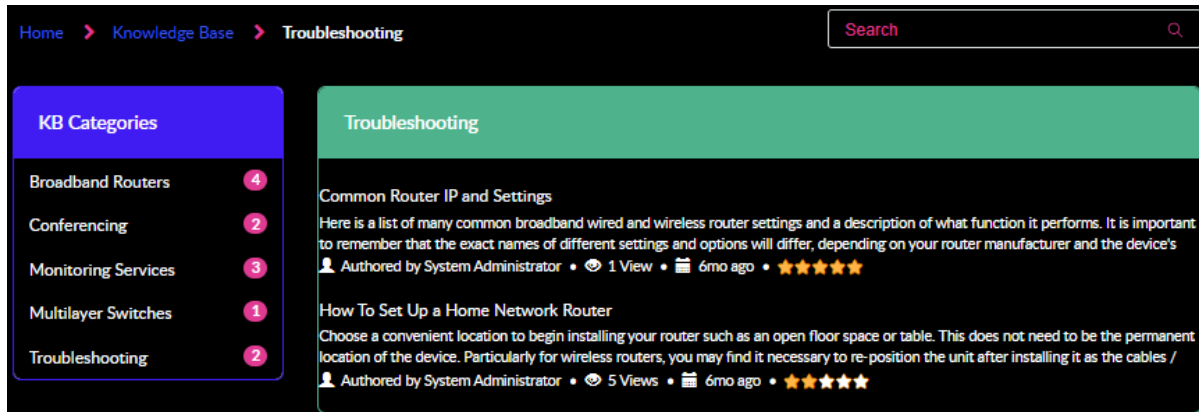
Knowledge articles are a library of articles and user guides where you can look for specific information. To access this information, click "Knowledge" from the home page or the Knowledge menu at the top of the screen.



You will be redirected to the Knowledge section.

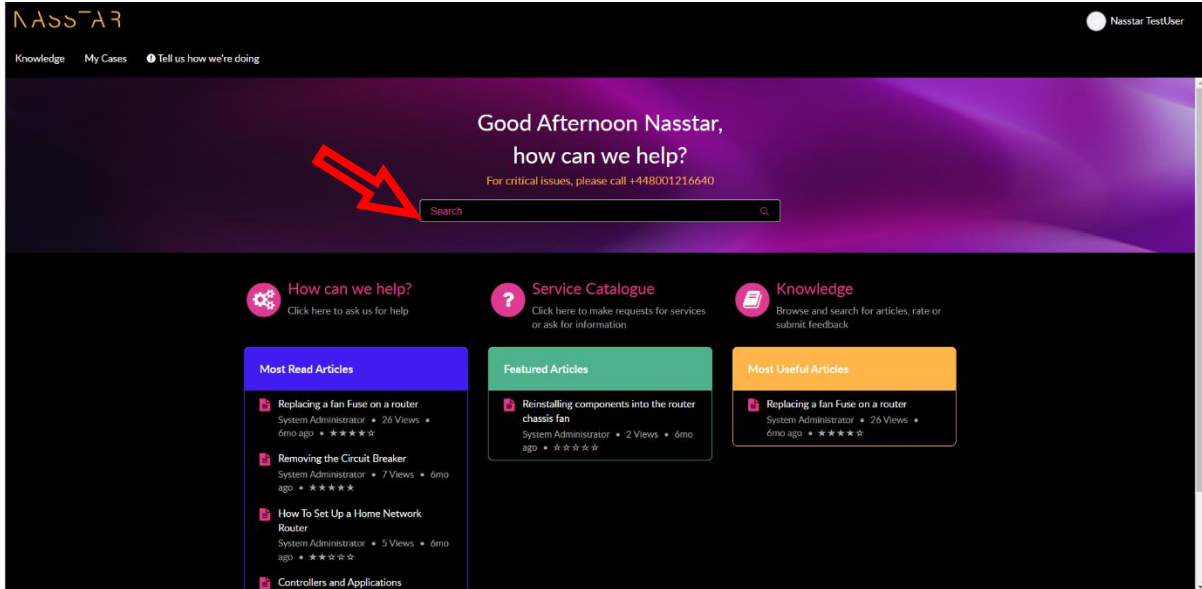


Either use the search function to look for a specific item or select from Knowledge Base Categories to filter the articles:

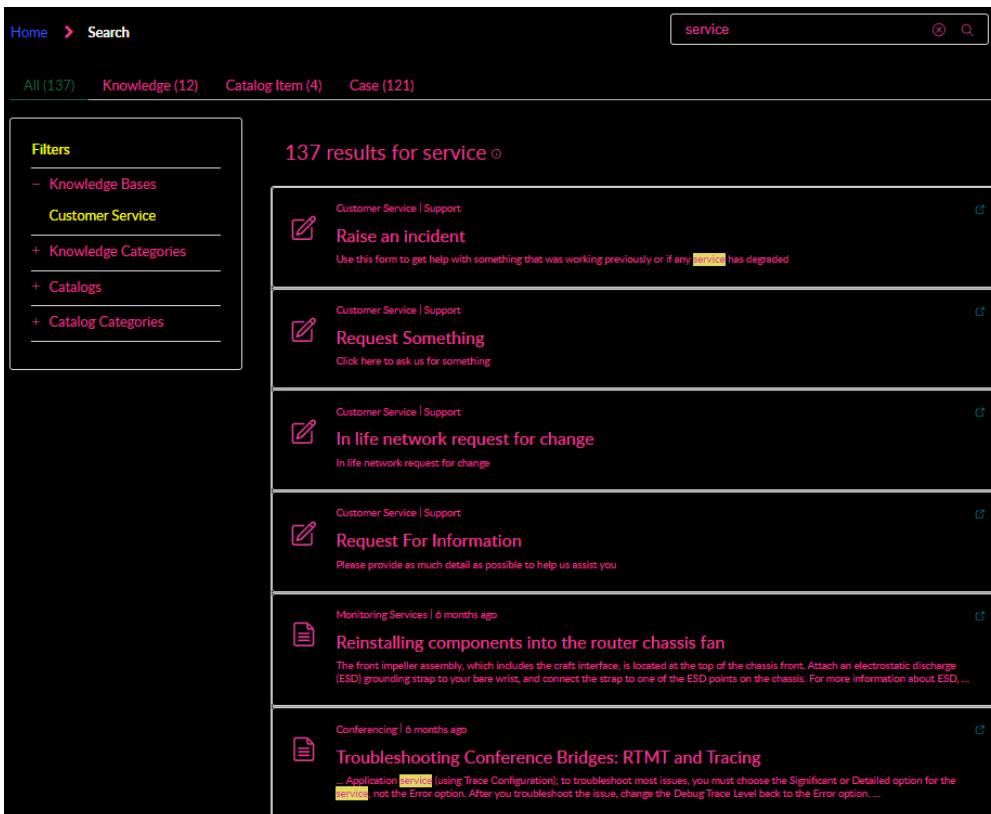


6 Search utility

A user can search for specific knowledge articles from the home page.

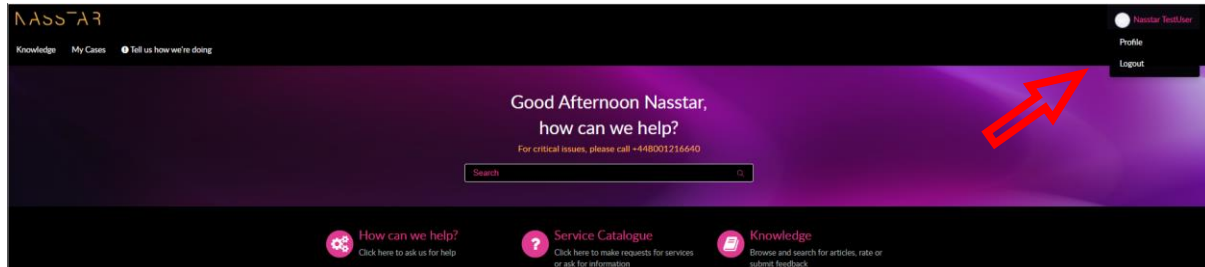


For instance, if you are looking for a topic using a specific keyword, it will search Knowledge Bases, Catalogue Items & Cases. You can filter your search by selecting from the top menu.



7 Profile

By clicking on Username in the top right corner of the screen you can access your profile and update if necessary. You cannot amend your username; you would need to contact the Service Desk for this.



Clicking in the individual fields will generate a text box where you can enter changes and 'Save'.

