NASSTAR

NASSTAR CUSTOMER PORTAL

USER GUIDE

Version 0.1 - 29/05/2024

nasstar.com

Contents

1 Introduction 4

2 Accessing the portal 5

2.1 Registration 5

2.2 Login 6

2.3 Reset Password 8

3 Creating a new case 12

3.1 Raise an Incident 12

3.2 Service Catalogue 19

3.2.1 Raise an Incident 20

3.2.2 Request Something 20

3.2.3 Request for Information 21

3.2.4 In Life Network Request for Change 22

3.3 Notifications of updates to your cases 22

4 Viewing and updating cases 23

4.1 Single case search 23

4.1 Lists of cases 24

4.3 View/update individual cases 25

5 View Knowledge Articles and User Guides 27

6 Search utility 29

7 Profile 30

Version Control

Current Version

Parameter	Value
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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.

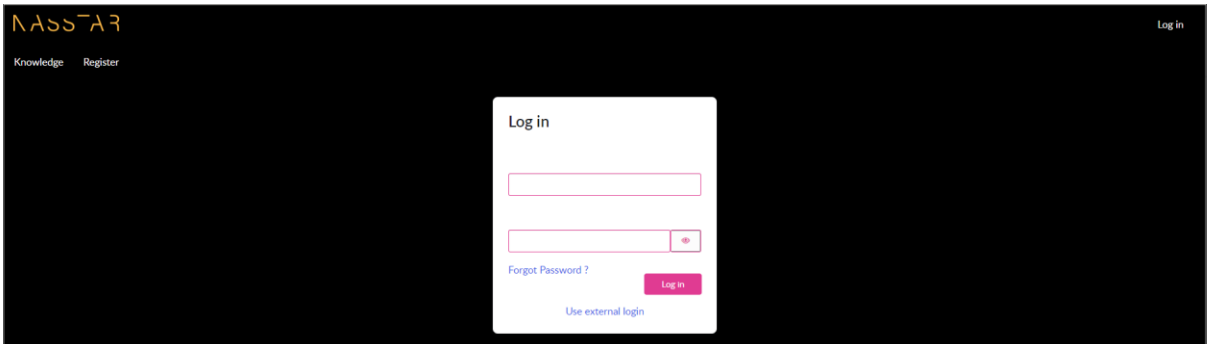
2 2 Accessing the portal

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

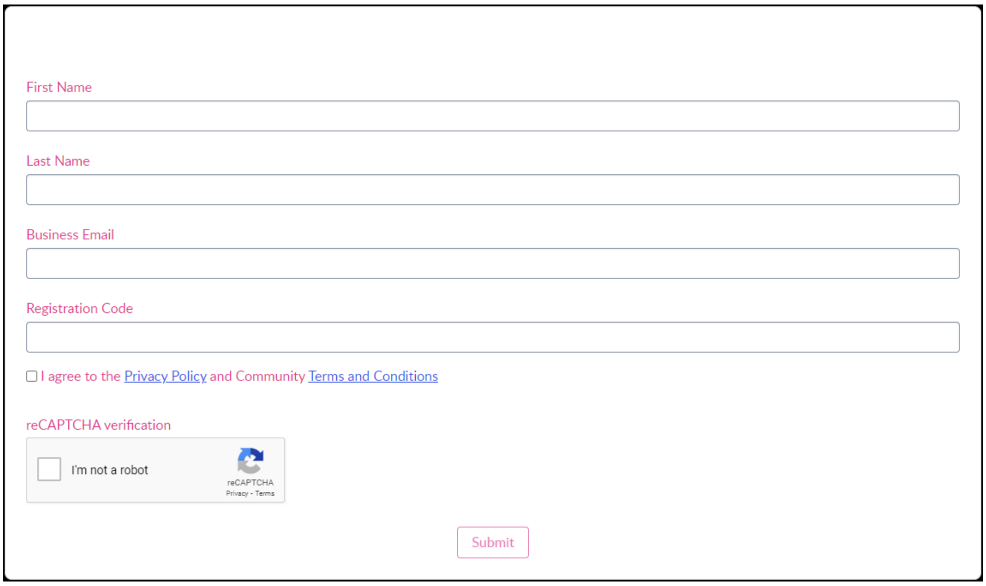
2.1 Registration

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.



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

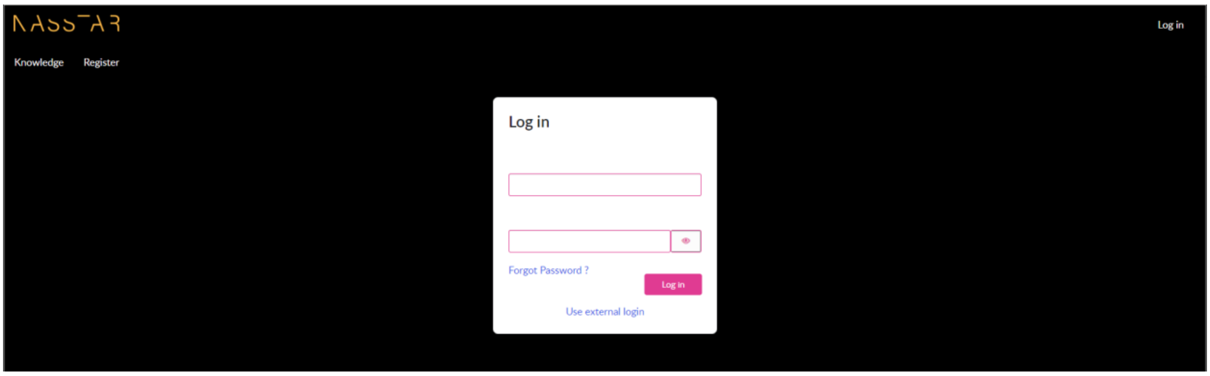
Best Regards,
Customer Support

Unsubscribe | Notification Preferences

Ref:MSG0135121_vFfcbCQi1DLYg9cIbizc

2.2 Login

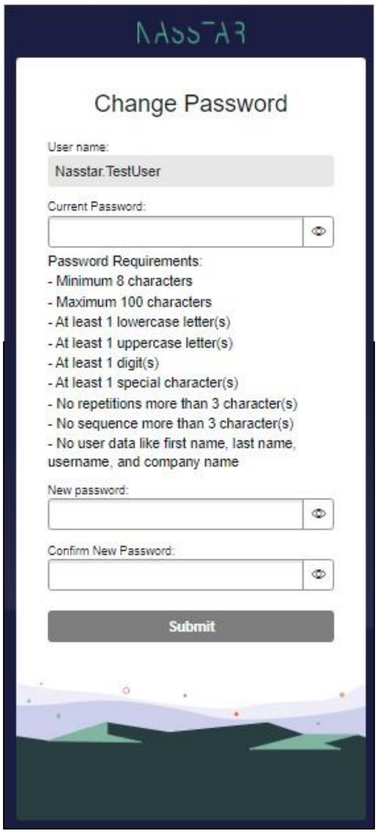
Log in to the portal as shown below with the credentials provided.



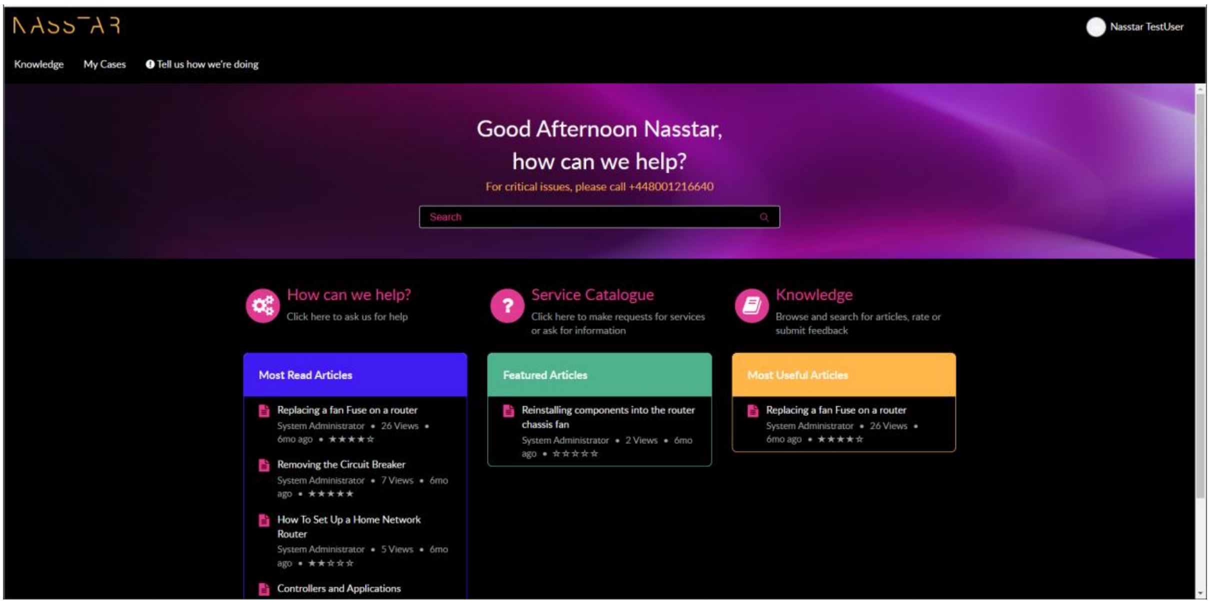
The first time that you log in, you will be asked to change your password. Passwords must consist of a minimum of 8 characters, encompassing at least one uppercase letter, one lowercase letter, one number and one special character. Restrictions on repetitive characters and use of user data apply.

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.

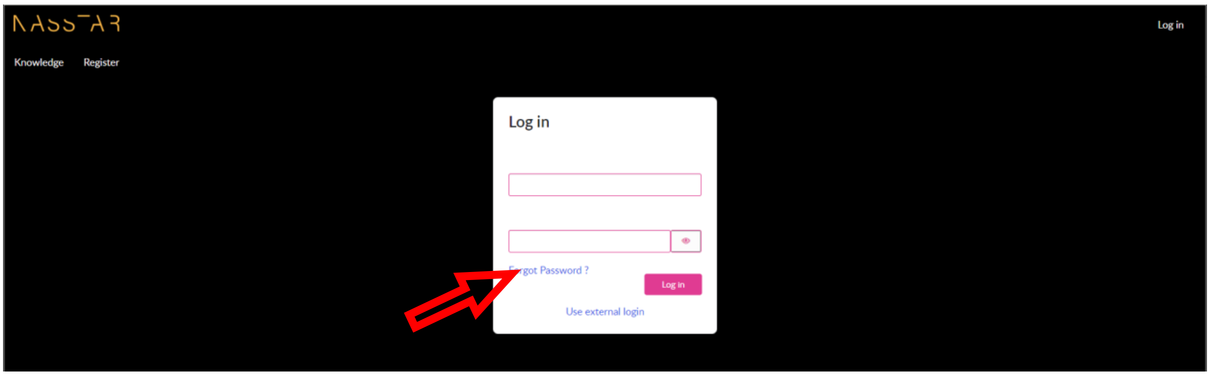


On Submit you will be logged in and redirected to the following portal home page.

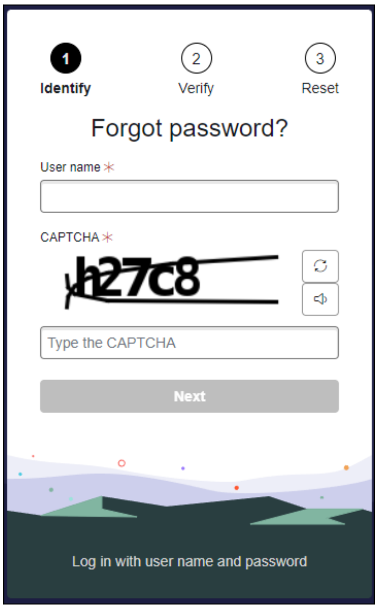


2.3 Reset Password

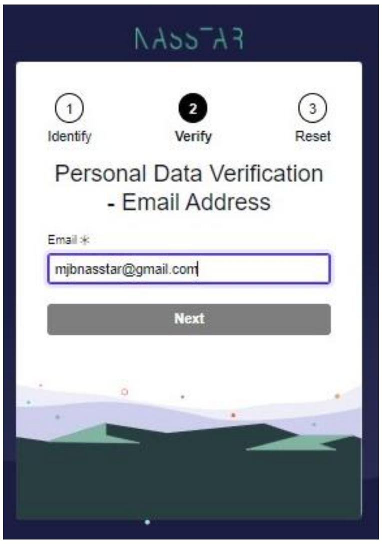
Users can reset their password via the Forgot Password link under the password field on the log in screen.



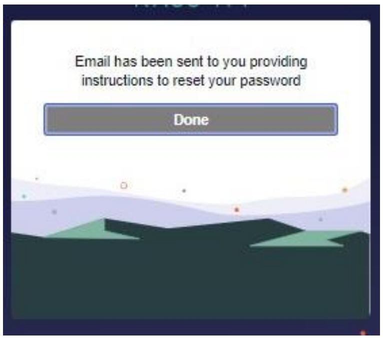
Once selected, the following window will open. Supply a valid username, type the Captcha in the box and click the Next button.



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.

Hello Nasstar,

A password reset was requested for your user account on the ServiceNow instance https://onenasstartest.service-now.com/.

Click here to reset your password.

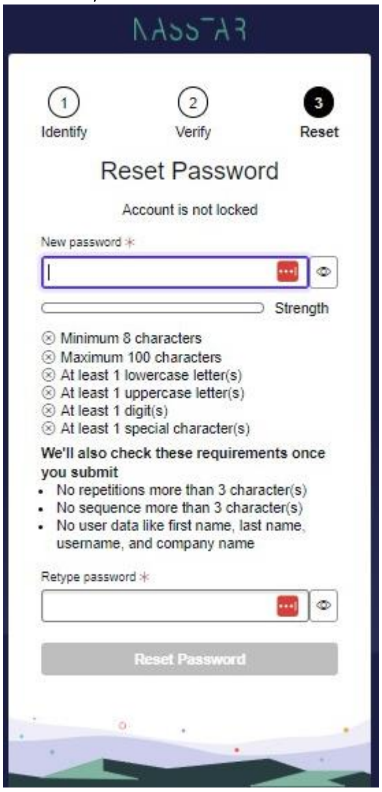
If you do not want to reset your password, please disregard this email.

The link will expire in 12 hours.

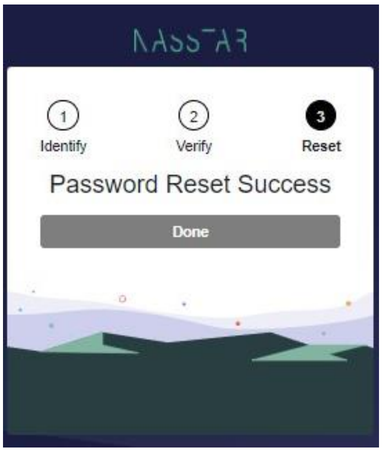
If you did not request this password reset, please notify your company's ServiceNow administrator.

Unsubscribe | Notification Preferences

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

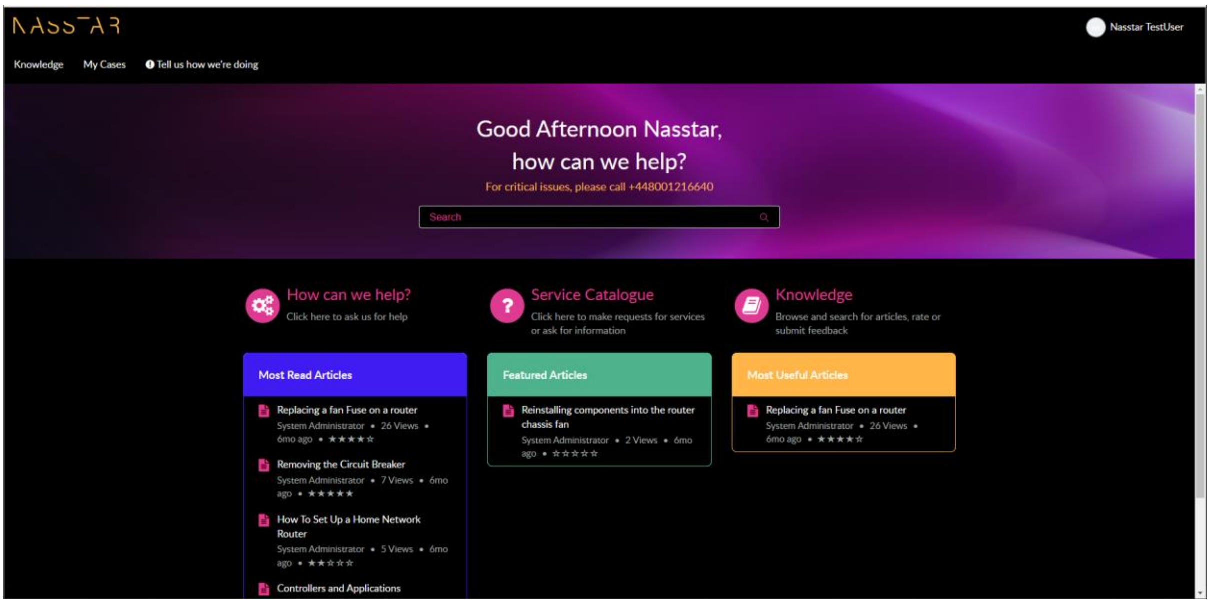
Service Request - Request support, services, or assistance

Request for Information - Ask a question or make an inquiry

3.1 Raise an Incident

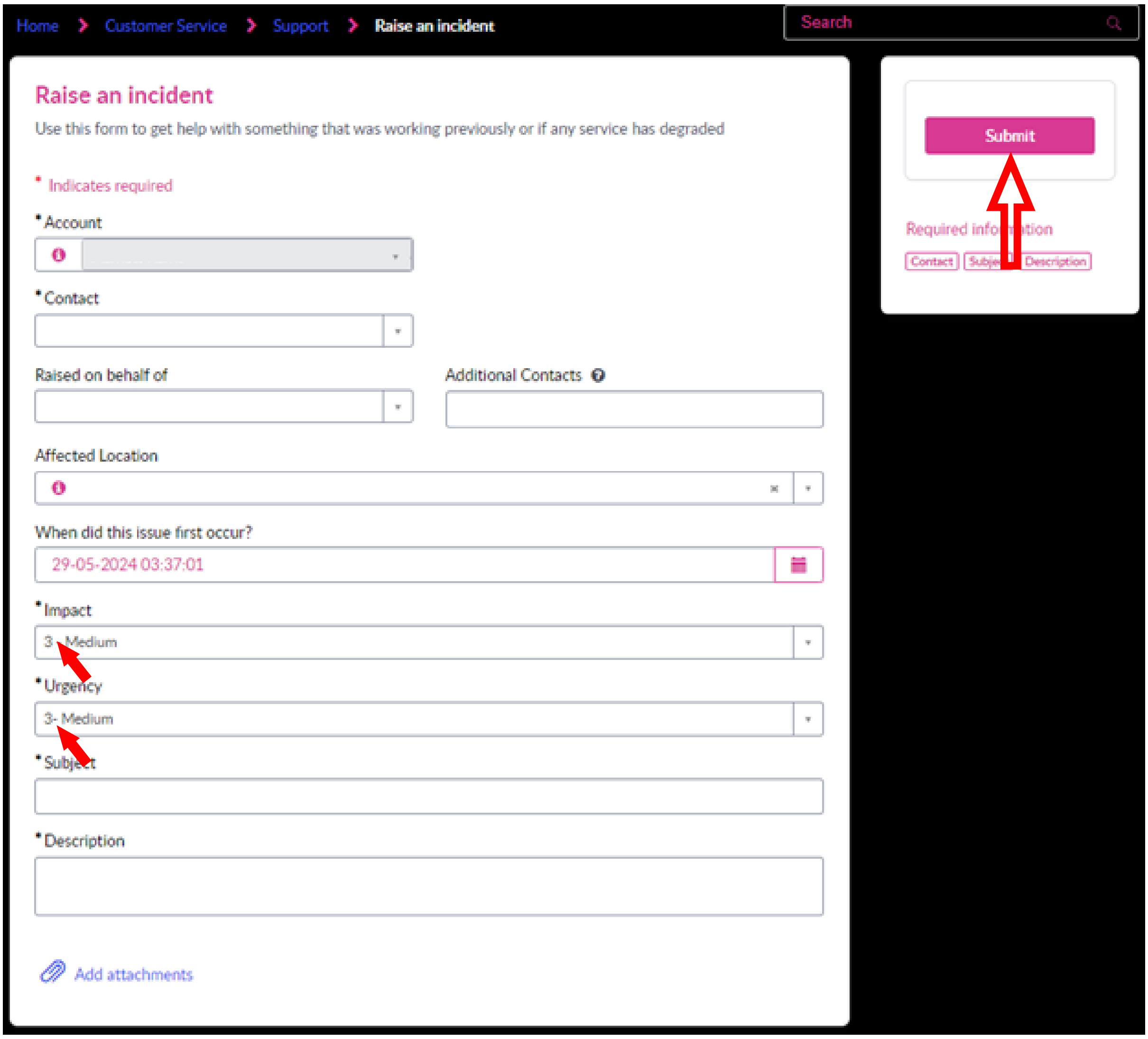
Incidents are raised if something is not working. To raise P1 & P2 alerts you should call to ensure you get assistance more quickly. The portal is for reporting lower-priority incidents i.e. P3.

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

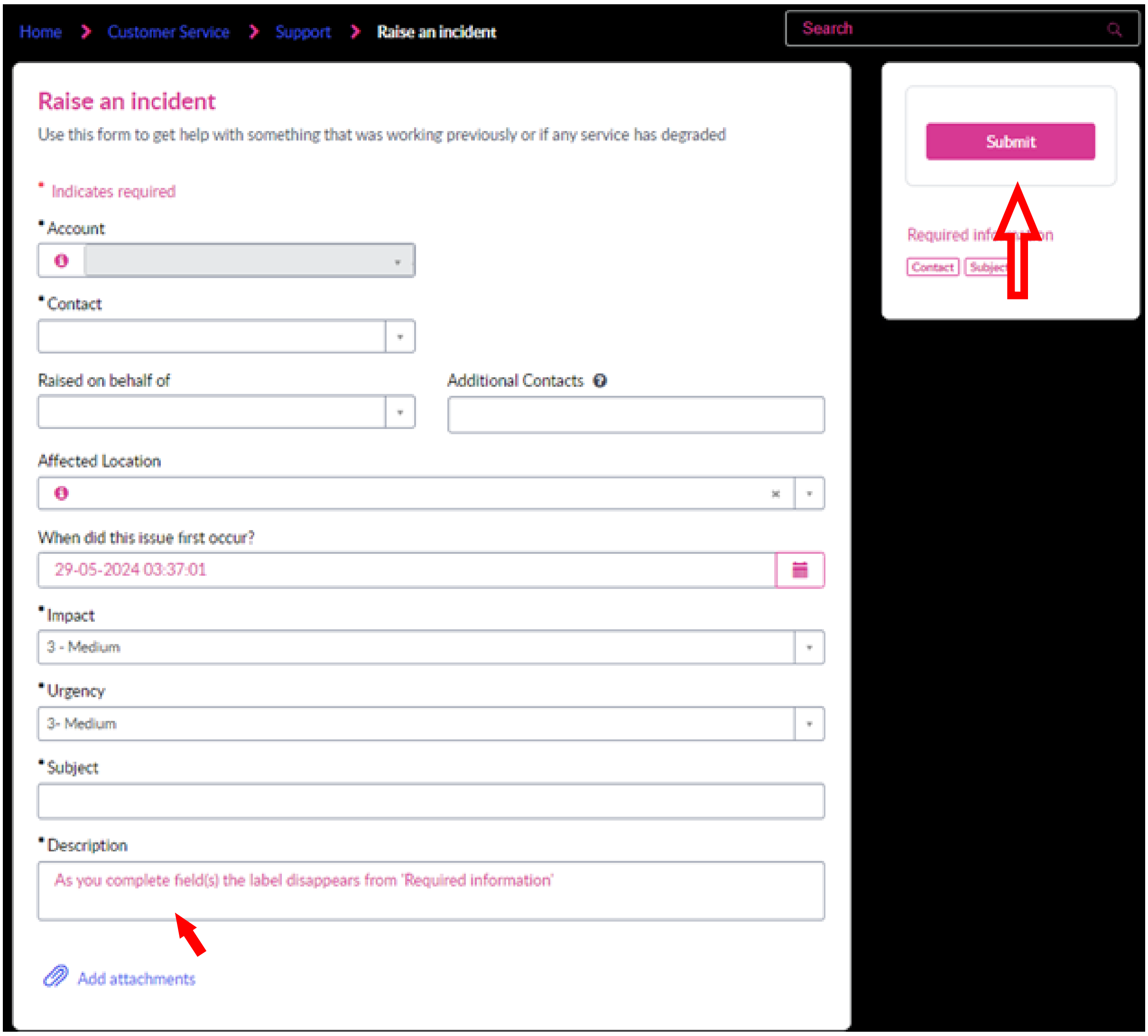


Upon clicking “How can we help?”, the following form will display, and values will be prepopulated for fields; Account, Contact, When did this issue first occur?, Impact and Urgency.

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.

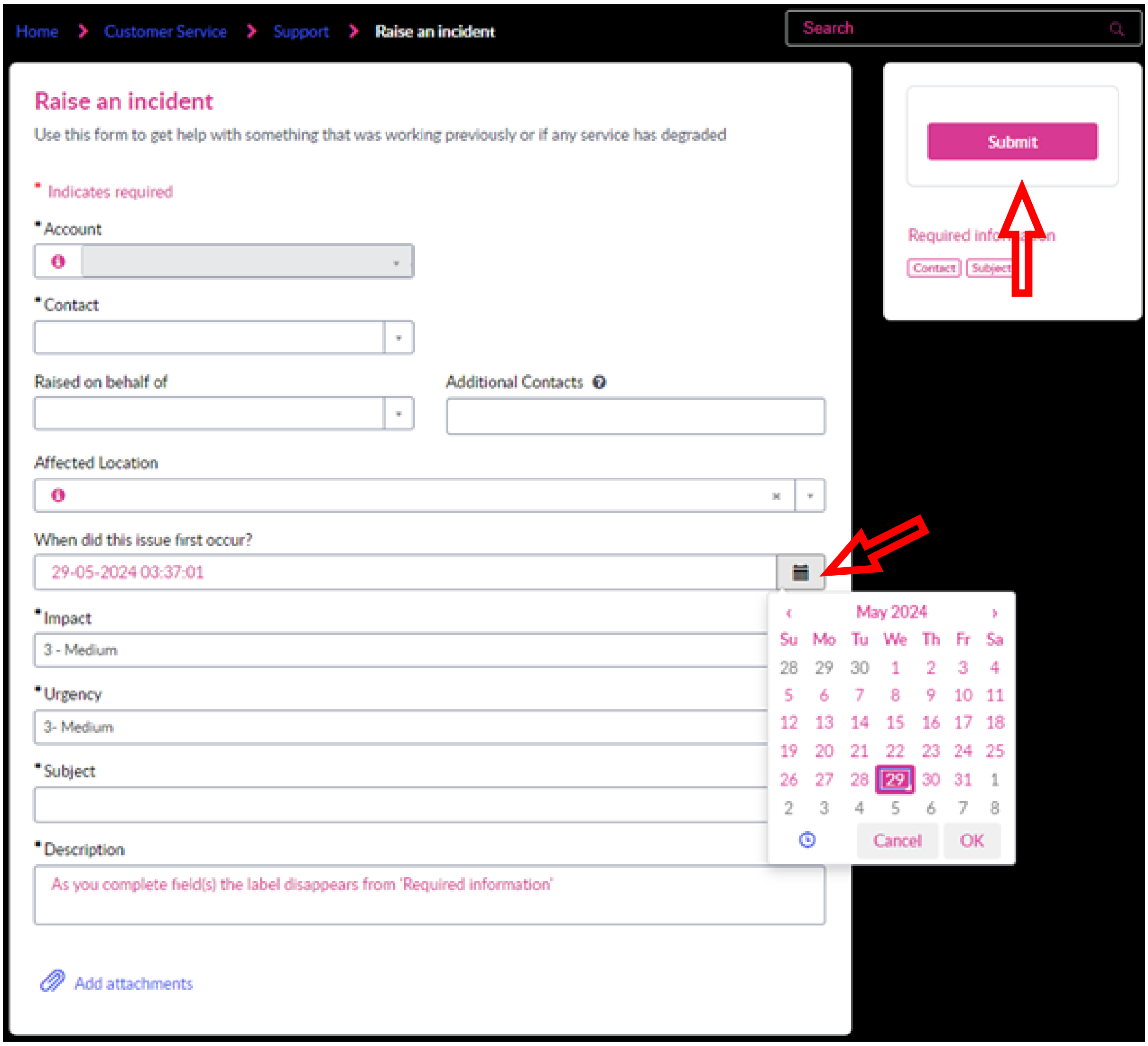


The required information items to the right of the screen will disappear from the list as they are completed.

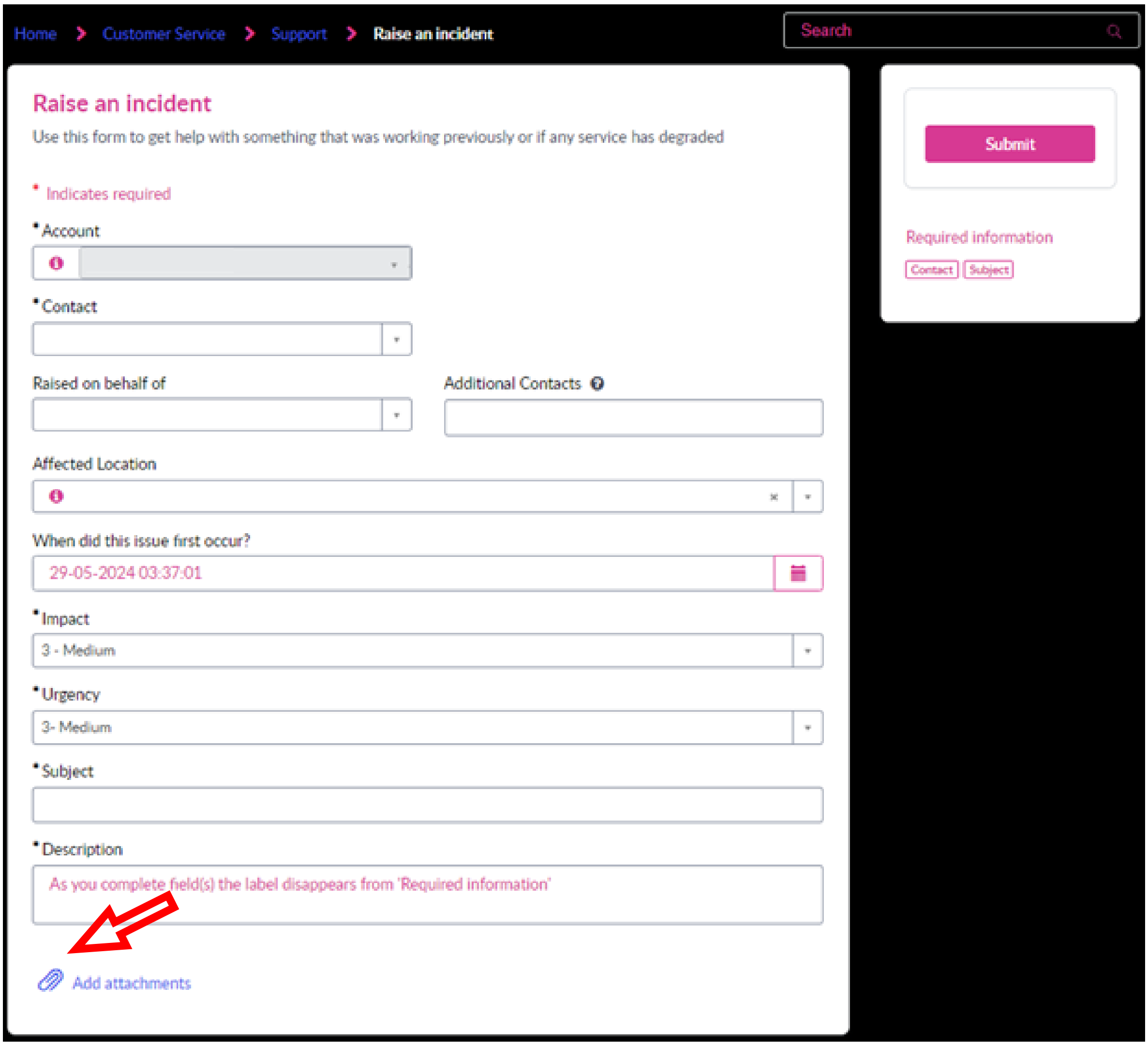


The “When did this issue first occur?” field defaults to the date and time the incident was raised but the user also has the option to amend this if the actual time of occurrence is known.

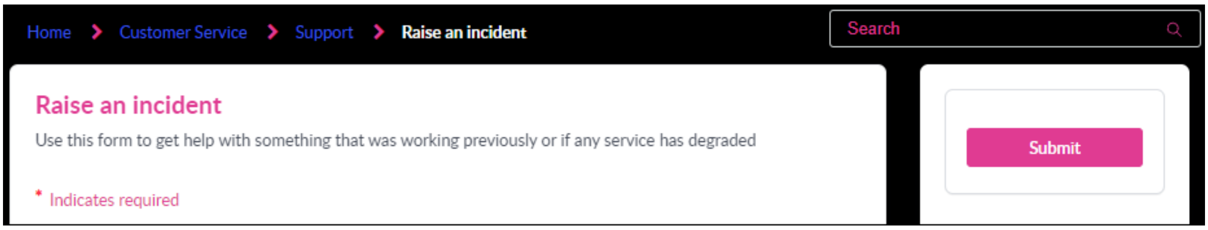
Impact & Urgency fields will be defaulted to 3 - Medium.



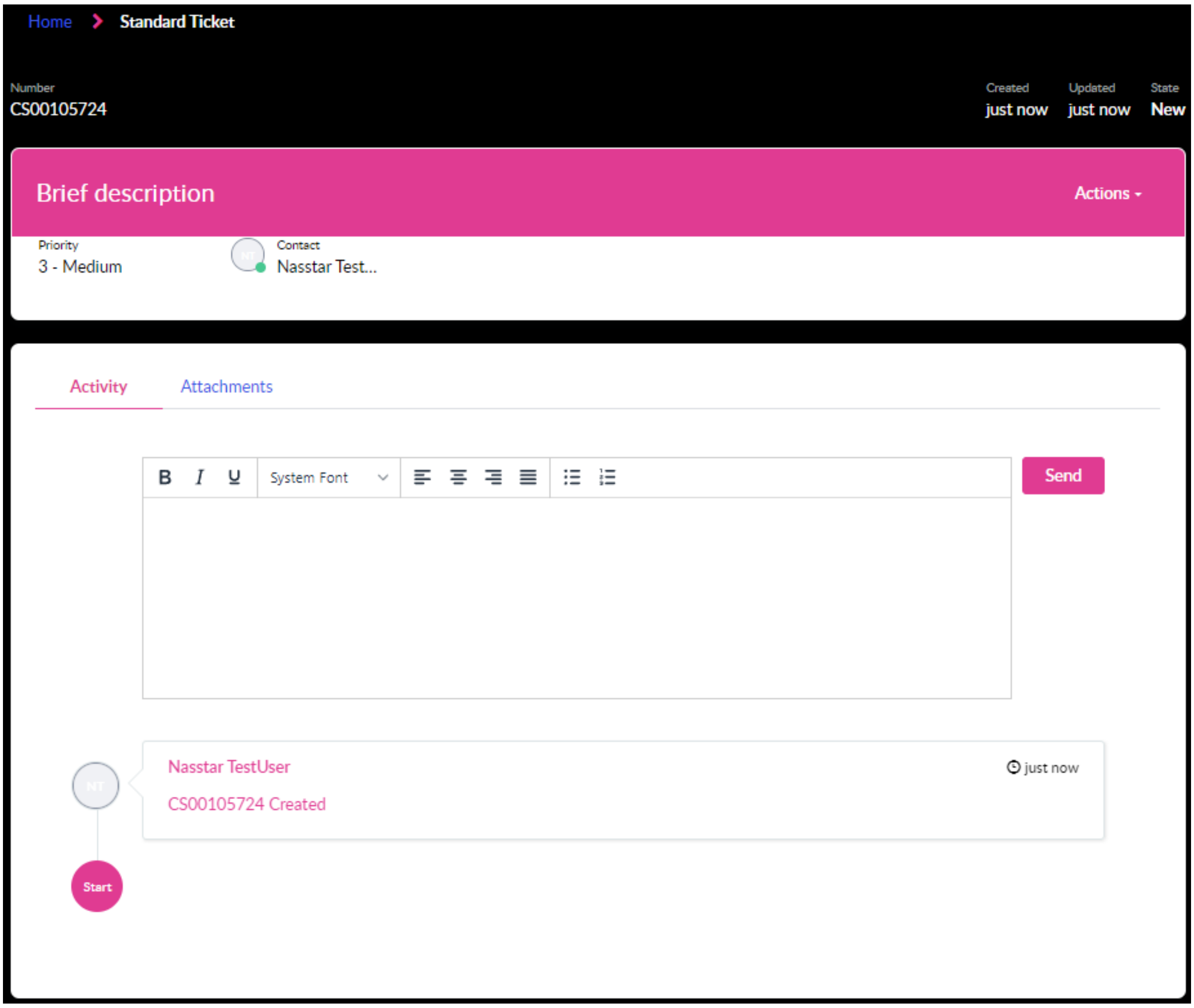
The user has the option to add an attachment here by clicking the link in the bottom left corner.



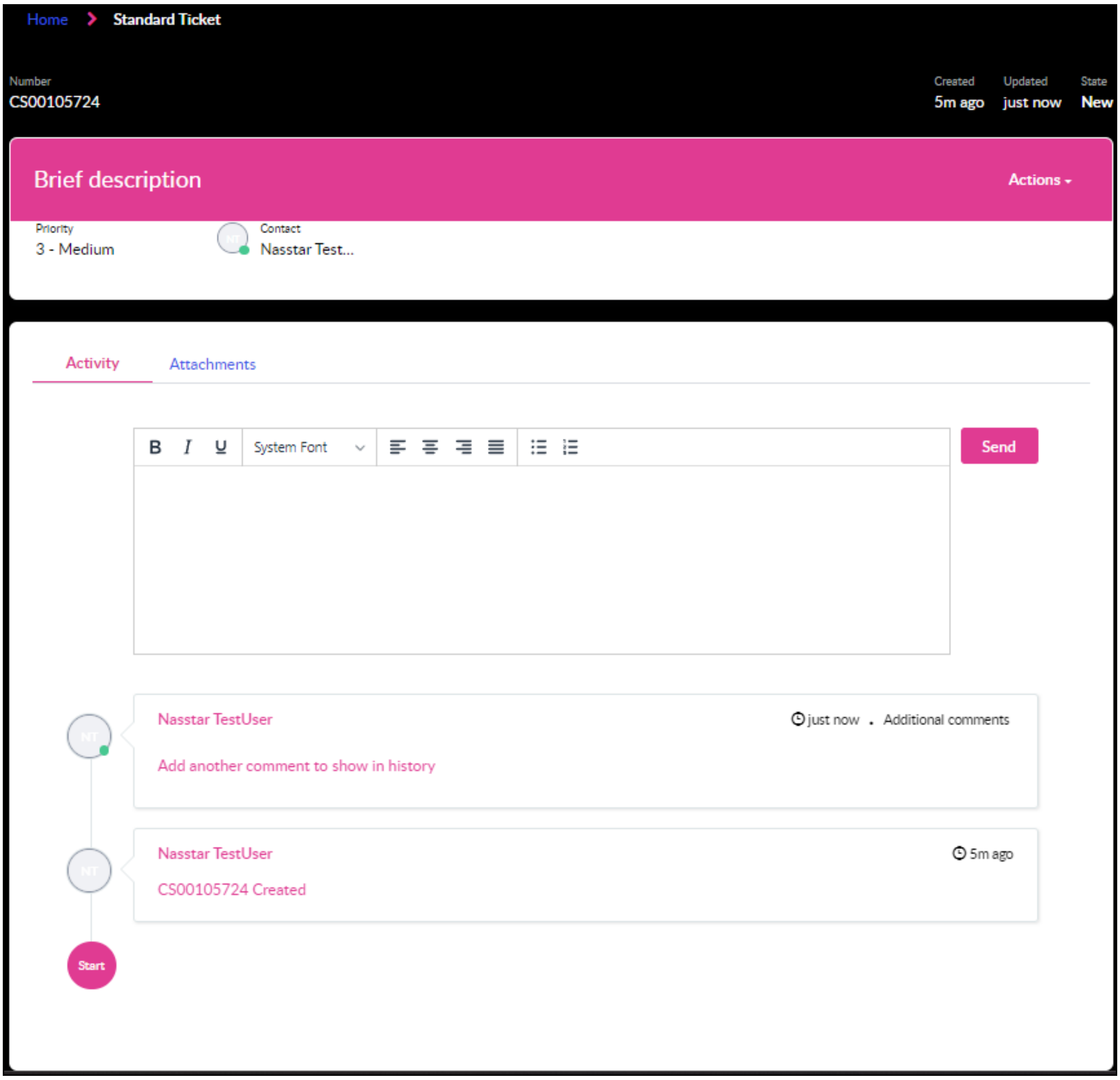
Once all details are completed, click on the Submit button at the top right of the screen.



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.



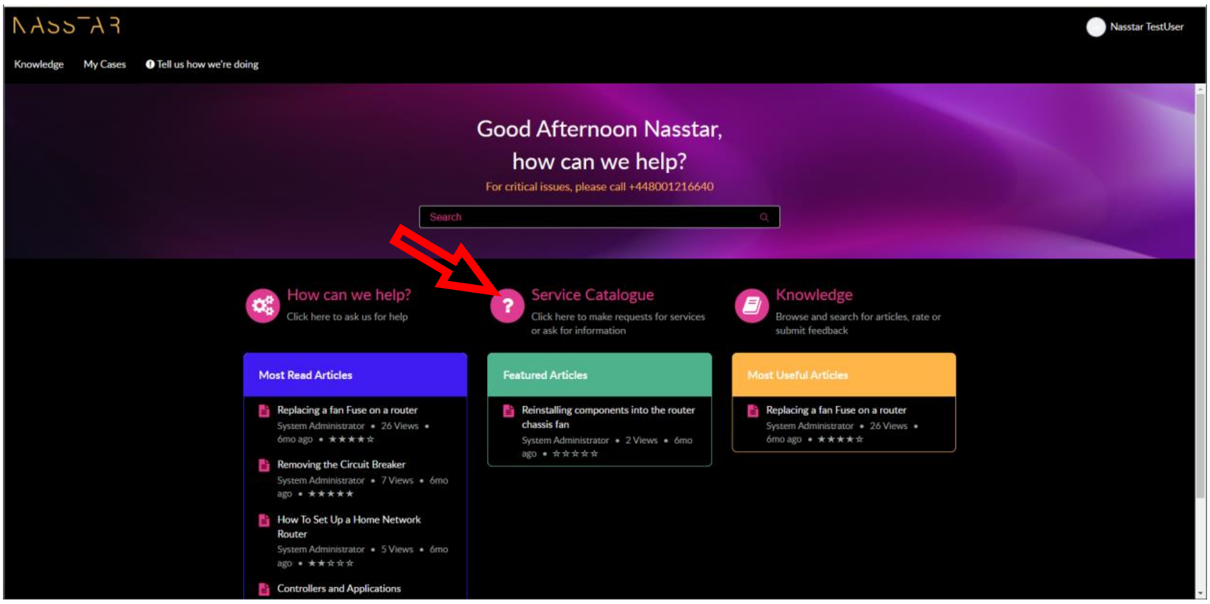
Once the user successfully creates the incident, the Nasstar Service Desk will pick up the case and update it accordingly. All updates will then appear here which the user can refer to.



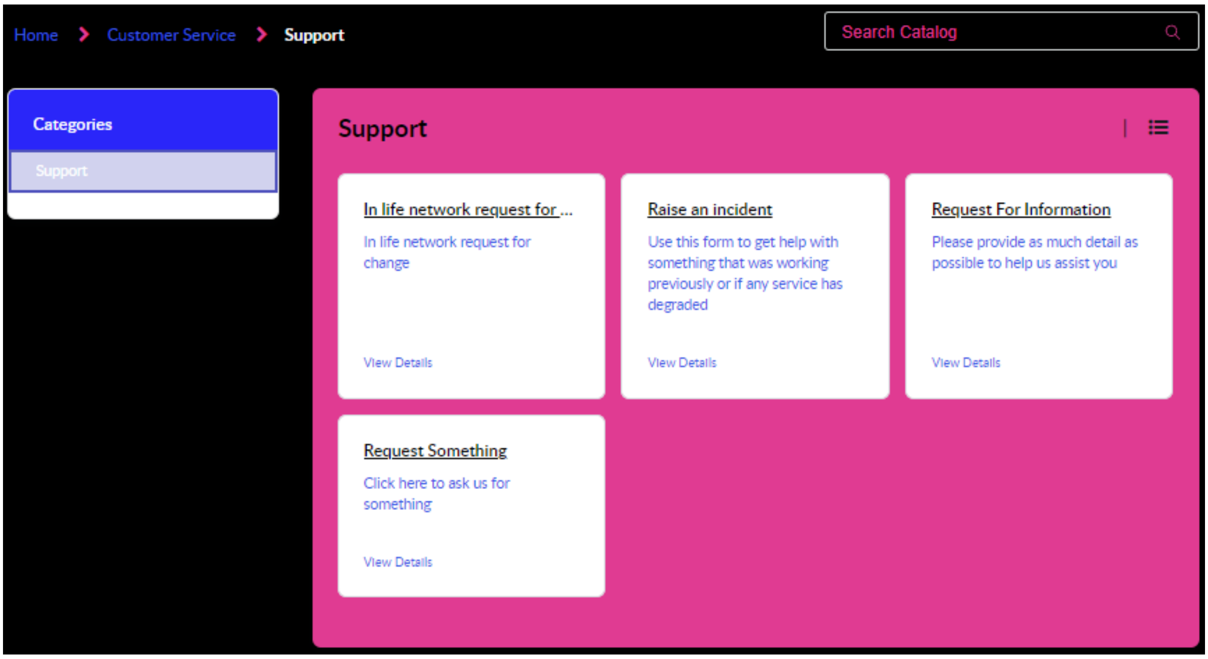
3.2 Service Catalogue

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:



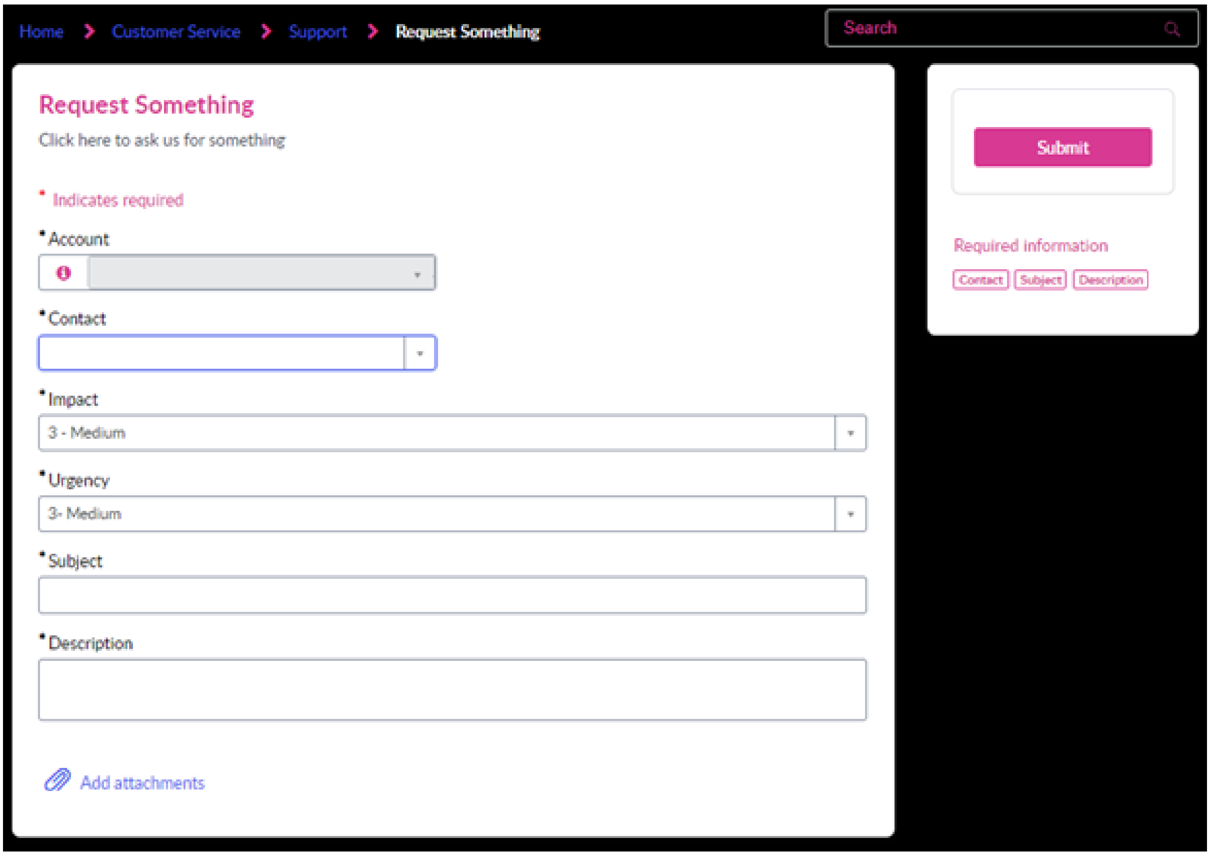
3.2.1 Raise an Incident

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.

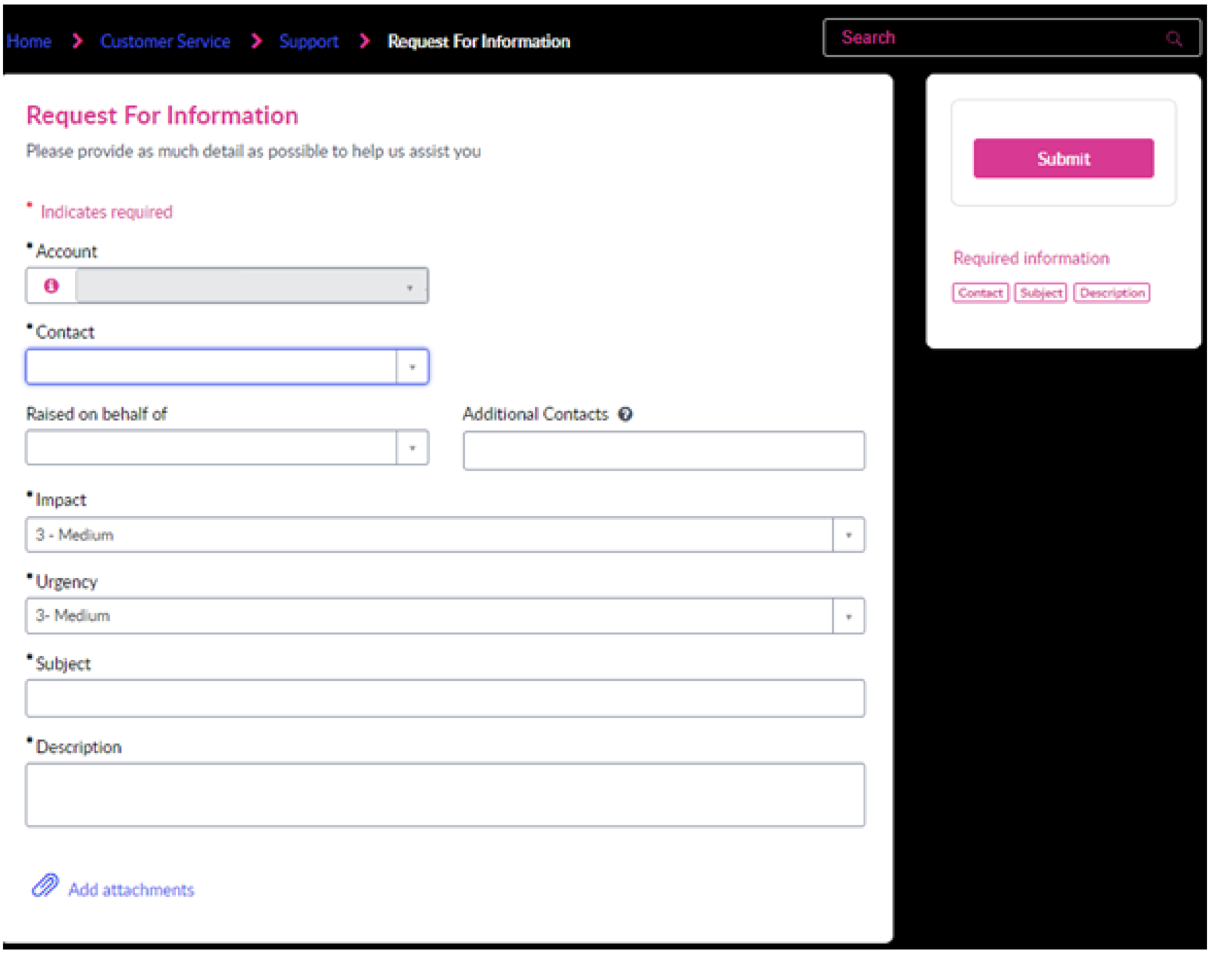
Upon clicking on "Request Something", the following form will display, and values will be prepopulated for fields; Account, Contact, Impact and Urgency.



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.

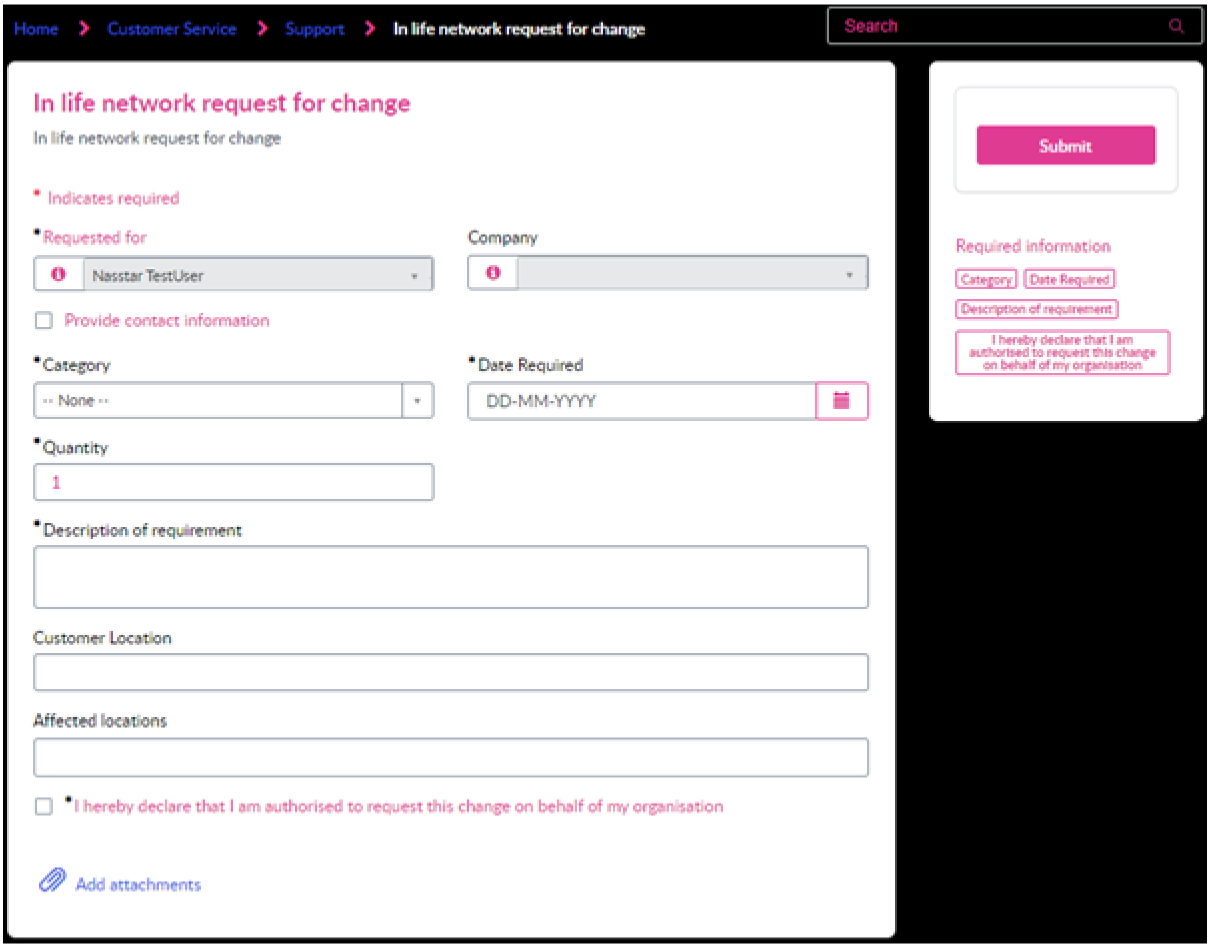


3.2.4 In Life Network Request for Change

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.



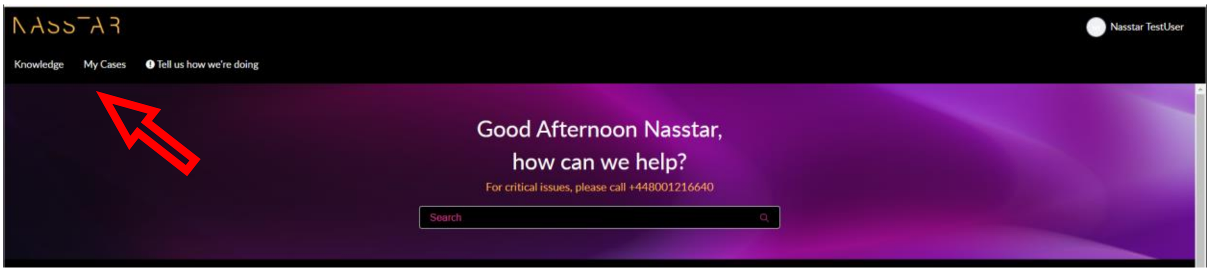
3.3 Notifications of updates to your cases

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.

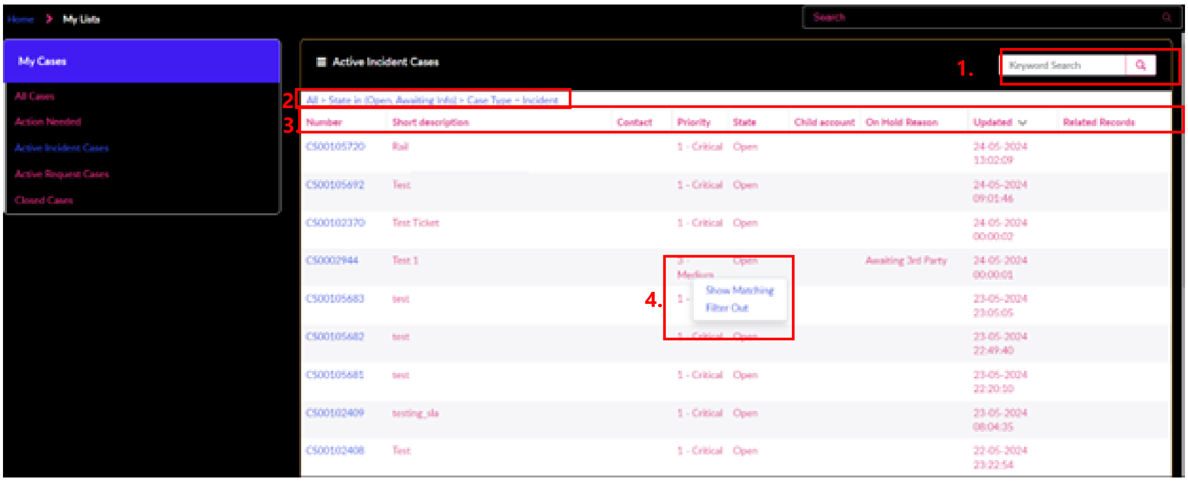
All Cases	-	The default view
Action Needed	-	All cases that need your attention
Active Incident Cases	-	All Incident cases raised by you that are still open
Active Request Cases	-	All Service Request cases raised by you that are still open
Closed Cases	-	All cases raised by you that have been closed

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:

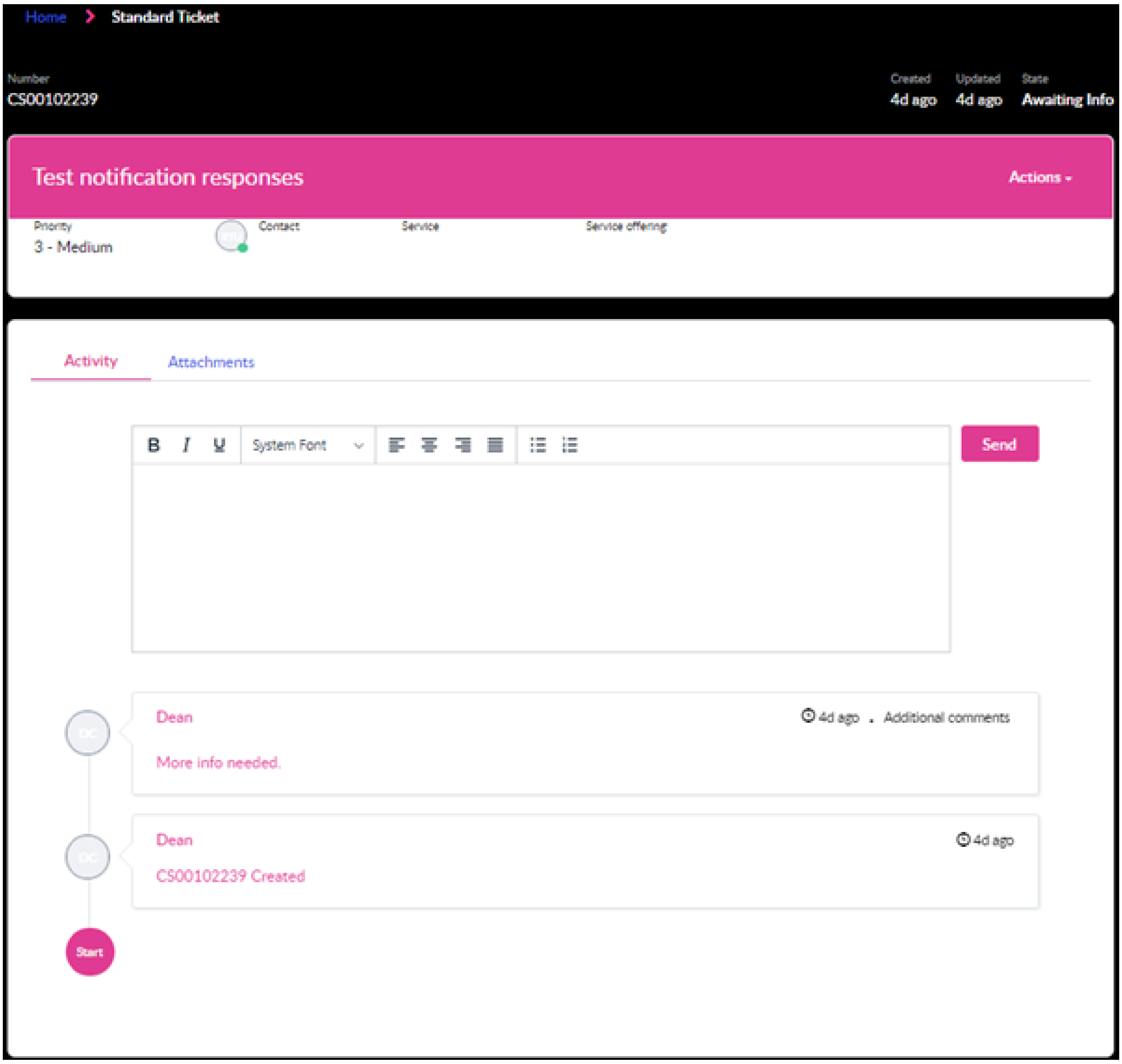
1. Use the Keyword Search to filter the list to only include cases that include the given keyword. If a phrase of more than one word is used, enclose it in quotation marks.
2. This area is known as the ‘breadcrumbs’ and you can click here to remove filters that you have applied, i.e. to work back up 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

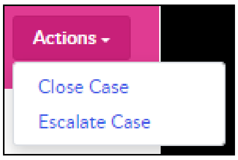
Awaiting Info - The case is awaiting action from either a third party or the customer before it can be progressed

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

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

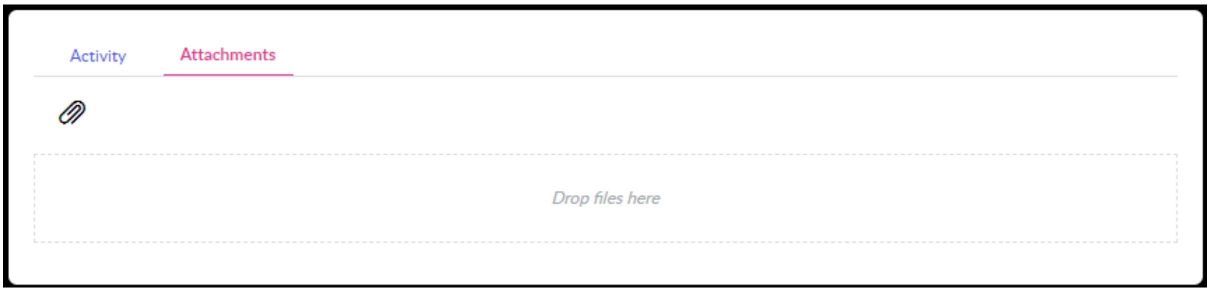
The top section shows the details of the case. This is read-only. If you spot an error in this section then update the notes field and Service Desk will update accordingly.

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.

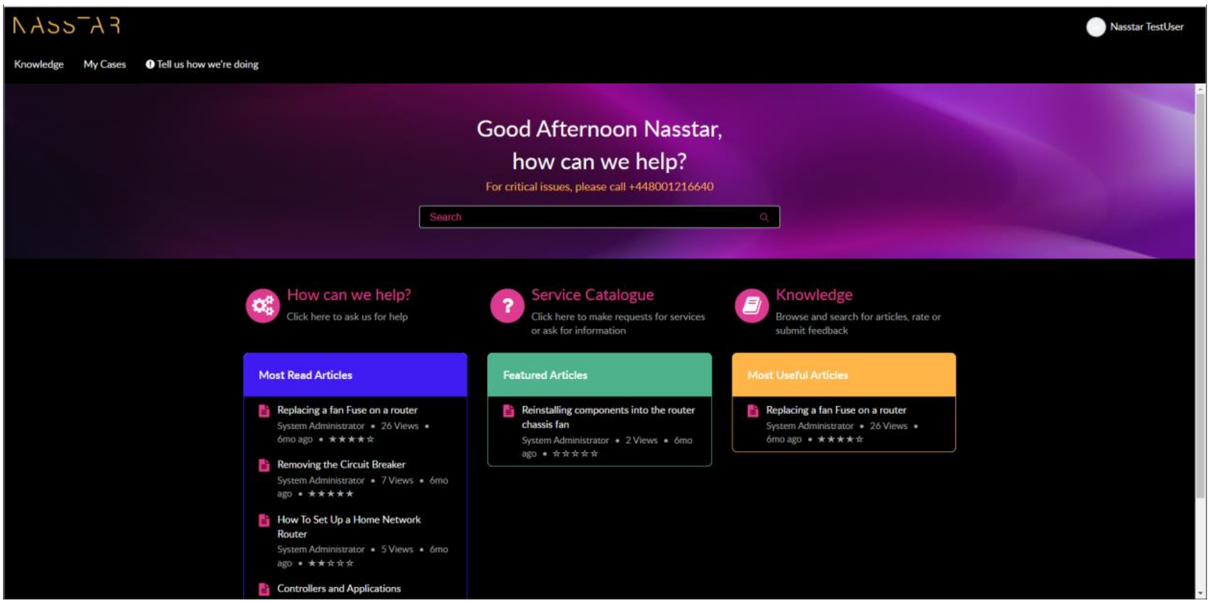
The Attachments tab, when selected, will enable you to add files by clicking the paperclip or by dragging and dropping into the box.



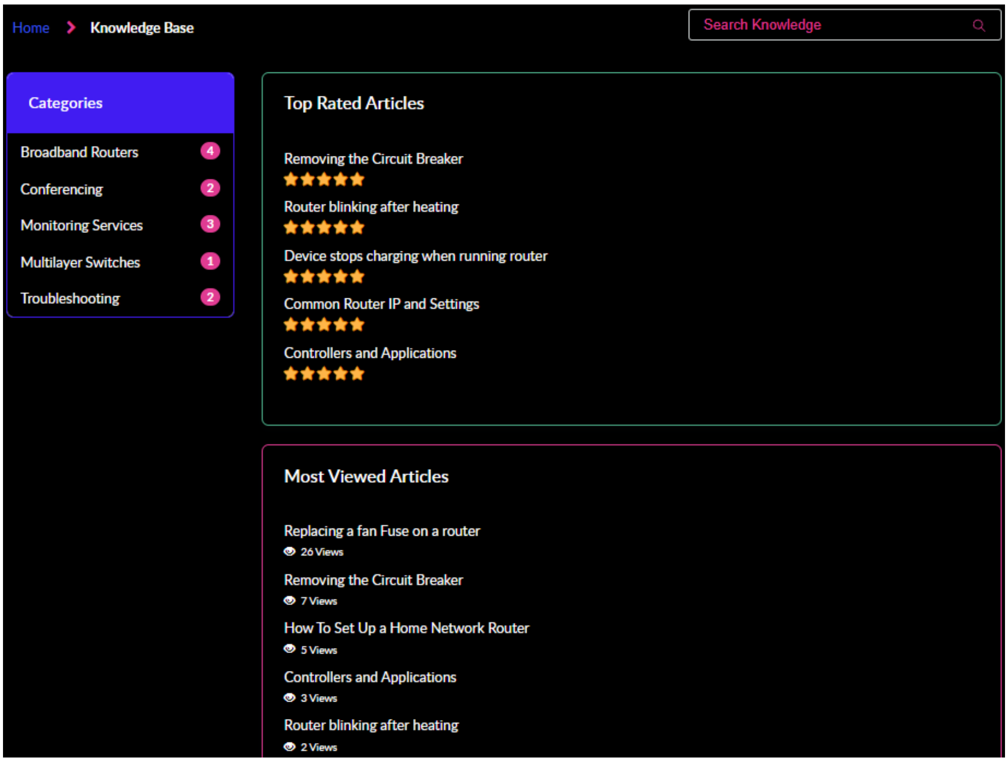
Once the ticket has been resolved/implemented by the support teams, the person who raised the ticket will receive an email notifying them of the update. If you agree with the resolution, then you can click on "Accept Solution" which will close the case. Alternatively, you can "Reject Solution" to reactivate 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

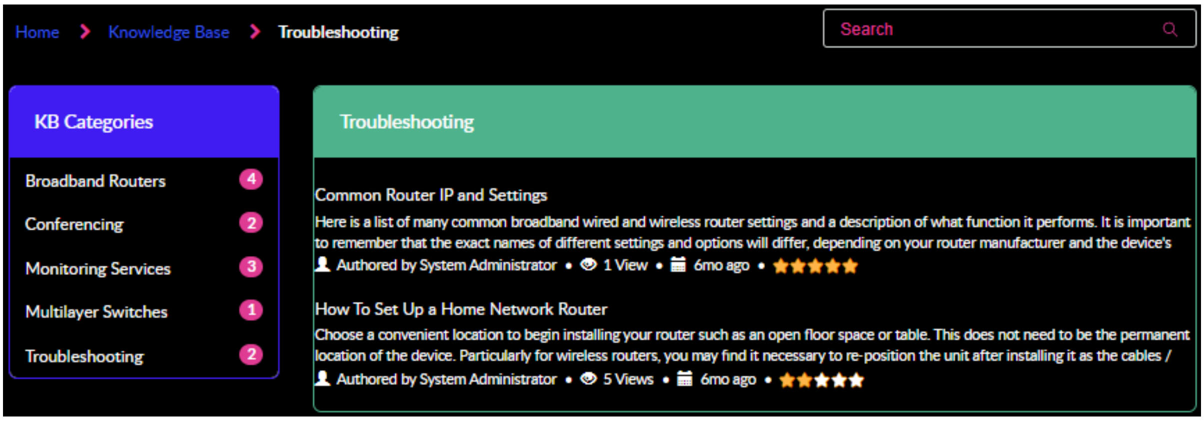
Knowledge articles are a library of articles and user guides where you can look for specific information. To access this information, click “Knowledge” from the home page or the Knowledge menu at the top of the screen.



You will be redirected to the Knowledge section.

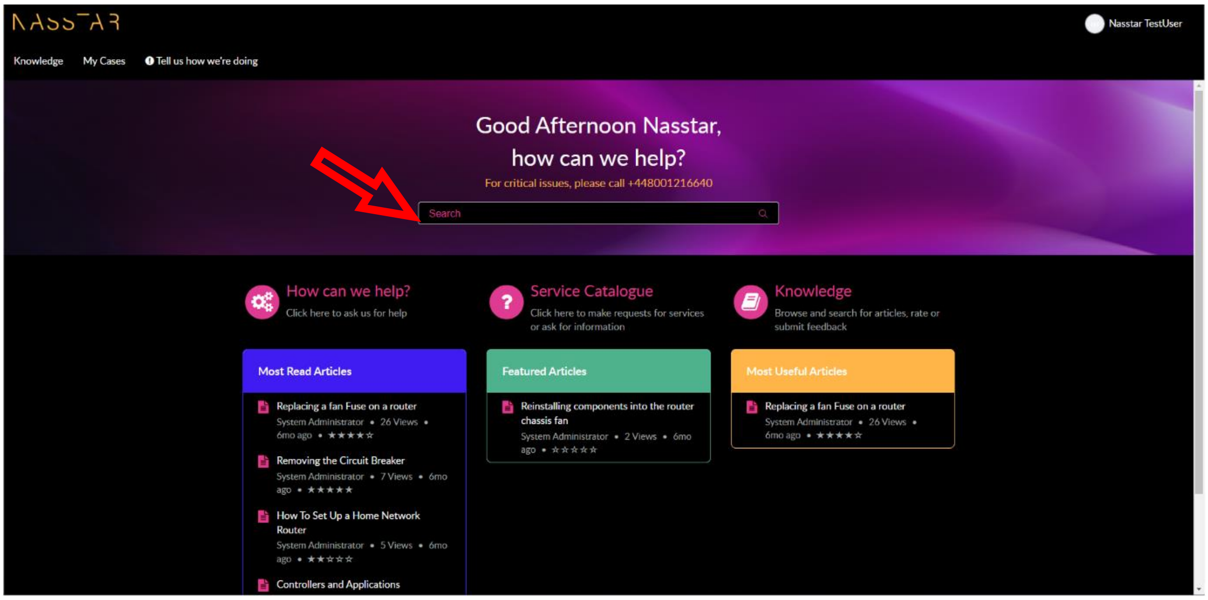


Either use the search function to look for a specific item or select from Knowledge Base Categories to filter the articles:

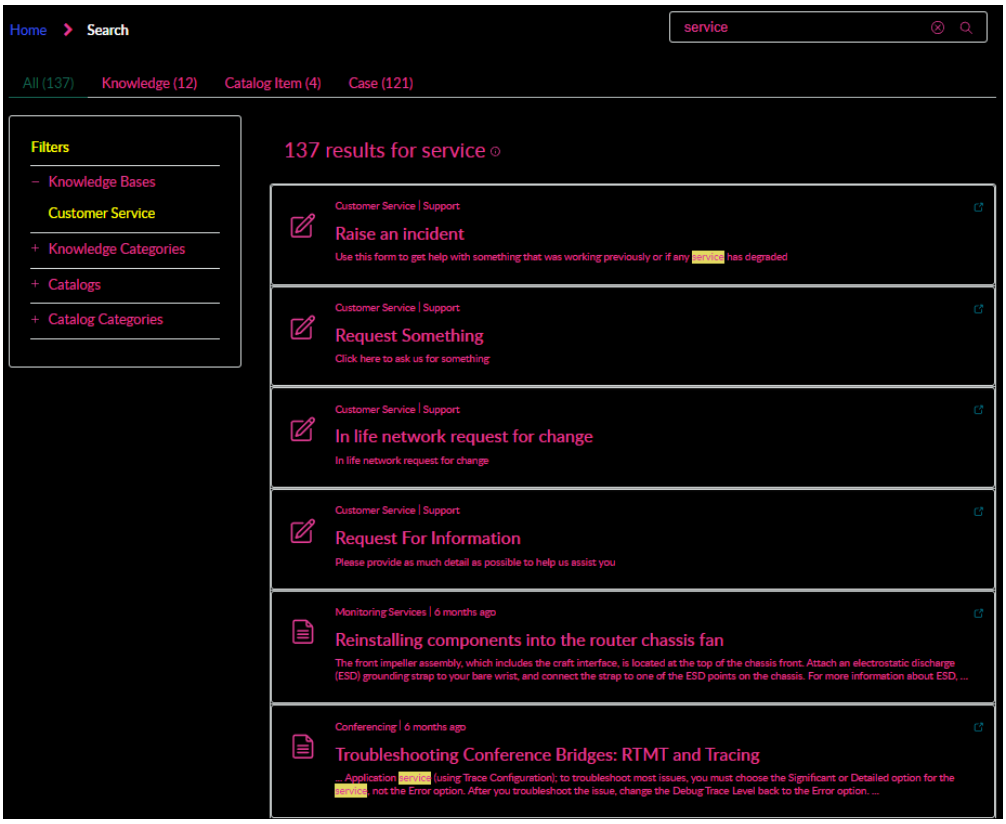


6 Search utility

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

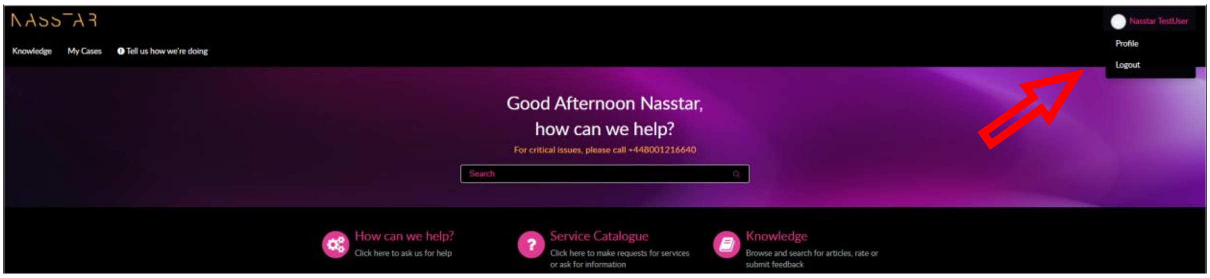


For instance, if you are looking for a topic using a specific keyword, it will search Knowledge Bases, Catalogue Items & Cases. You can filter your search by selecting from the top menu.

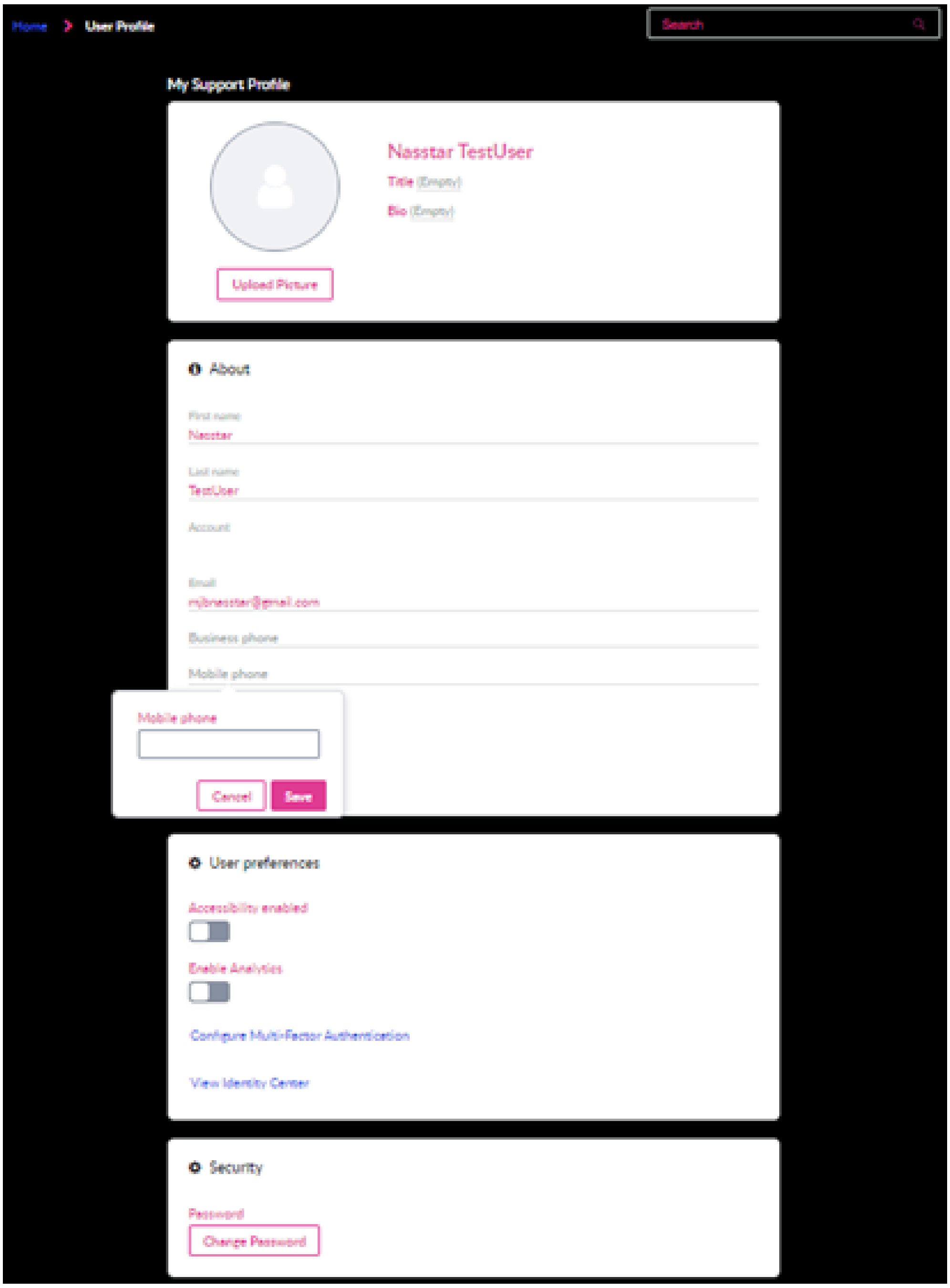


7 Profile

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'.


Home
User Profile
Search
My Support Profile
Nasstar TestUser
Title (Empty)
Bio (Empty)
Upload Picture
About
First name
Nasstar
Last name
TestUser
Account
Email
Business phone
Mobile phone
Mobile phone
Cancel
Save
User preferences
Accessibility enabled
Enable Analytics
Configure Multi-Factor Authentication
View Identity Center
Security
Password
Change Password