ivanti

Ivanti : Self Service
End User Guide

DENVER PUBLIC SCHOOLS | **Department of Technology Services**

Learning Objectives: Learn how to check our knowledge base for resolutions to your issue, to submit an incident to DoTS, view updates via DoTS Help, update an incident with pertinent information, and close an incident.
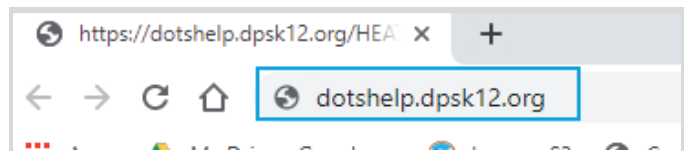
Table of Contents

Knowledge Center

Creating an Incident

---

1. Visit DoTS Help

Navigate to dotshelp.dpsk12.org .

---

2. Search or Browse for Issue

Search the Service Catalog for your issue.

a. You can use the **Browse by Category** section to locate your issue.

b. You can also search for your issue by using the **Search for a Request Offering** field. Enter a keyword and press enter.
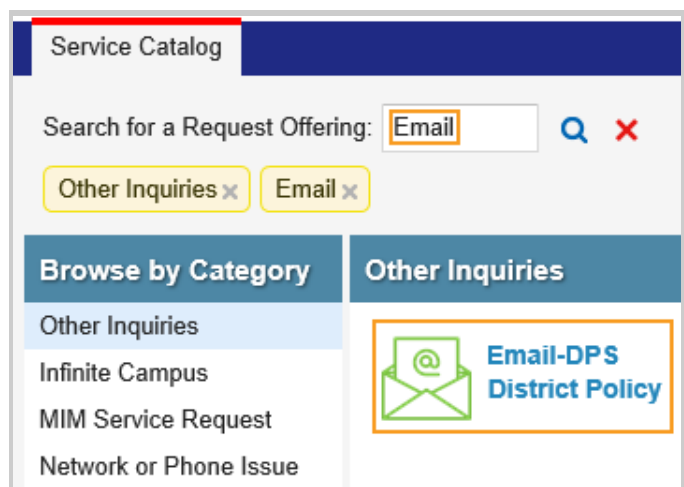
If there is an inquiry that matches your issue, select it and proceed to step 4.

---

3. Create New Incident

If your search did not yield results:

    a. Search the term **"new incident"**.

    b. Select **New Incident** from the list of inquiries.

4. Complete the Form

    a. If a **Service** has not been pre-selected, select the service required to resolve your issue.

    b. Type a brief **Summary** of your issue.

    c. If you cannot resolve your own issue, provide the requested information in the **Description**.

    d. Click the **Save Incident** button to submit the incident.

By providing all the requested information you will give the Service Desk the information they need to process your request faster.

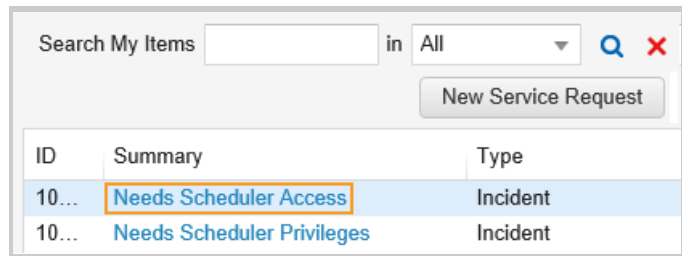## Viewing and Updating Incidents

1. Check the Status of your Requests

Select **My Items** from the menu bar to add an attachment, add additional information, check status, or resolve your incident.

2. Select Incident

Click the **Summary** link for the desired incident.
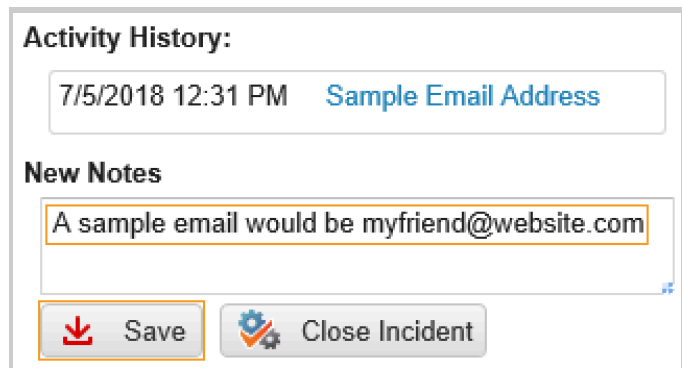
ID	Summary	Type
10...	Needs Scheduler Access	Incident
10...	Needs Scheduler Privileges	Incident

3. Add Additional Information (optional)

If additional information was requested, or you have additional information:

    a. Add notes in the **New Notes** section.

    b. Click the **Save** button.

Activity History:

7/5/2018 12:31 PM   Sample Email Address

New Notes

A sample email would be myfriend@website.com

⤓ Save   Close Incident

Resolving an Incident

1. View Open Incidents

Select **My Items** from the menu bar To view your record of Incidents reported.
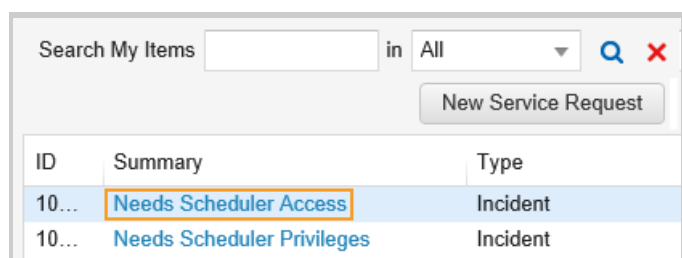
2. Select Incident
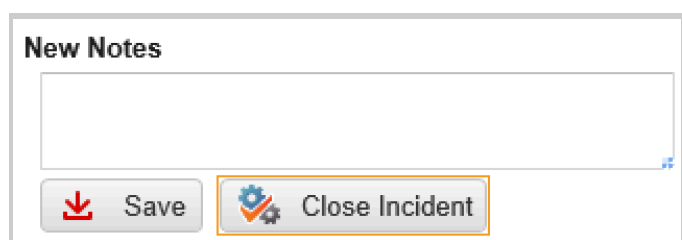
Click the **Summary** link for the desired incident. This will open

ID	Summary	Type
10...	Needs Scheduler Access	Incident
10...	Needs Scheduler Privileges	Incident

3. Close Incident

Click the **Close Incident** button.

New Notes

⤓ Save   Close Incident

4. Complete Pop-up

a. Enter the requested information in the pop up window to close the incident.

b. Click the **OK** button.