How to Create a Supportworks Help Request

Supportworks is a program that allows you to create a support request about any issue and send it to the specialist team that will be able to provide you with a solution. You can create and track your request online so you are kept up to date with your request at all times.

The easiest way to access Supportworks is through MyGlasgow. Simply go to http://www.gla.ac.uk/students/myglasgow/. Log into MyGlasgow then click create a support call now.

This will take you to the IT Helpdesk main page.

If you have an existing request you will be able to access it by clicking on the existing requests box (1). If you would like to log a request click ‘submit a new request’ (2).
If you are creating a new request you will need to choose from the dropdown boxes, where multiple options appear, to classify your request. These categories will send your request to the specialist team you require.

Once you have chosen your categories from the dropdown list, enter a detailed description of the issue or question you have.

2. Enter details of your Support Request in the space below.

Please be as specific as possible, as this will help us to provide you with a quick response.
Do not include passwords in any correspondence.

If you receive any error messages please take a screenshot and attach. You can do this by clicking browse and then locating the file on your computer. The more information you supply the easier it will be to identify the issue.

Chrome:

3. You can add a file attachment or screenshot here:

Choose File  No file chosen

Internet Explorer:

3. You can add a file attachment or screenshot here:
Once you have created your request it will appear in existing requests so that you can check it at any point.

### Existing Requests

The list below normally shows your existing requests that are currently active on the support system (i.e. open or resolved, but not yet closed). You can choose a different filter if you wish to change the list so that it shows a different subset of requests. To view the details of a particular request, left-click the relevant entry.

If you have any problems using this support system, please click the help button on the top toolbar. If you still have problems, please e-mail helpdesk@ll.uga.ac.uk.

<table>
<thead>
<tr>
<th>Reference</th>
<th>Status</th>
<th>Log Date</th>
<th>Incident Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FI092270</td>
<td>Unassigned</td>
<td>04/06/2014 16:23:32</td>
<td>Self Service Request - MyCampus -&gt; Other -&gt; Other</td>
</tr>
</tbody>
</table>

You can click on the reference and this will show you the call history. Here you will see what has happened with your request and if you need to supply any extra information. You can track & update your call at any time by clicking ‘update this request’ or ‘reactivate call’ if the call has already been resolved.

### Diary of Actions

**Date** | **Description**
--- | ---
04/06/2014 16:23:32 | Self Service Request - MyCampus -> Other -> Other
04/06/2014 16:23:32 | Call accepted by
The response time has been marked.
The response time has been met.
04/06/2014 16:25:44 | Information Supplied

### Your request has been completed and this call is now resolved

If this was to your satisfaction and you wish to add a comment, then click on “Add a comment.” If the call has not been resolved to your satisfaction, and you wish to reactivate it, then click on “Reactivate This Request.”

Add a comment

Reactivate This Request