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.

1. The easiest way to access Supportworks is through your MyGlasgow account. Alternatively, go to https://hornbill.cent.gla.ac.uk/sw/selfservice/ then log in using your GUID and password.

2. Once you have logged in you will be taken to the main page. You can use the menu bar to view the progress on any existing requests or to submit a new request. Click on the ‘Submit a New Request’ button to create a new request.
3. Choose a category from the drop down menu as shown below. Selecting the most appropriate category ensures that your request gets sent to the correct team and may prevent any delays.

4. Enter an explanation of the problem or question that you have. You can add screenshots or files by clicking on the Browse button. The more information you supply the easier it will be to identify the issue.

5. Once you have created your request it will appear in your existing requests screen which you can check at any point.

1. Which category does your Support Request fall into?

How the drop-down menu works.
Please select a top level which is the best fit for your request.
The menu will then reload and provide you with another level of detail.
Once selected, the menu will load the final choice(s) available to you.
We would encourage you to complete this as fully as possible.

>-----------------Please select a profile -----------------<<><><><><><><><><><><><<<

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.

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

4. Click on Submit to log your request

Please note that your self service session may have timed out prior to you submitting your request, so you may wish to copy the text from 2. to your clipboard prior to submitting the details.