



Wits ICT ISM

Mobile Application
Ivanti Service Management



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Apple/IOS - Go to your App Store.

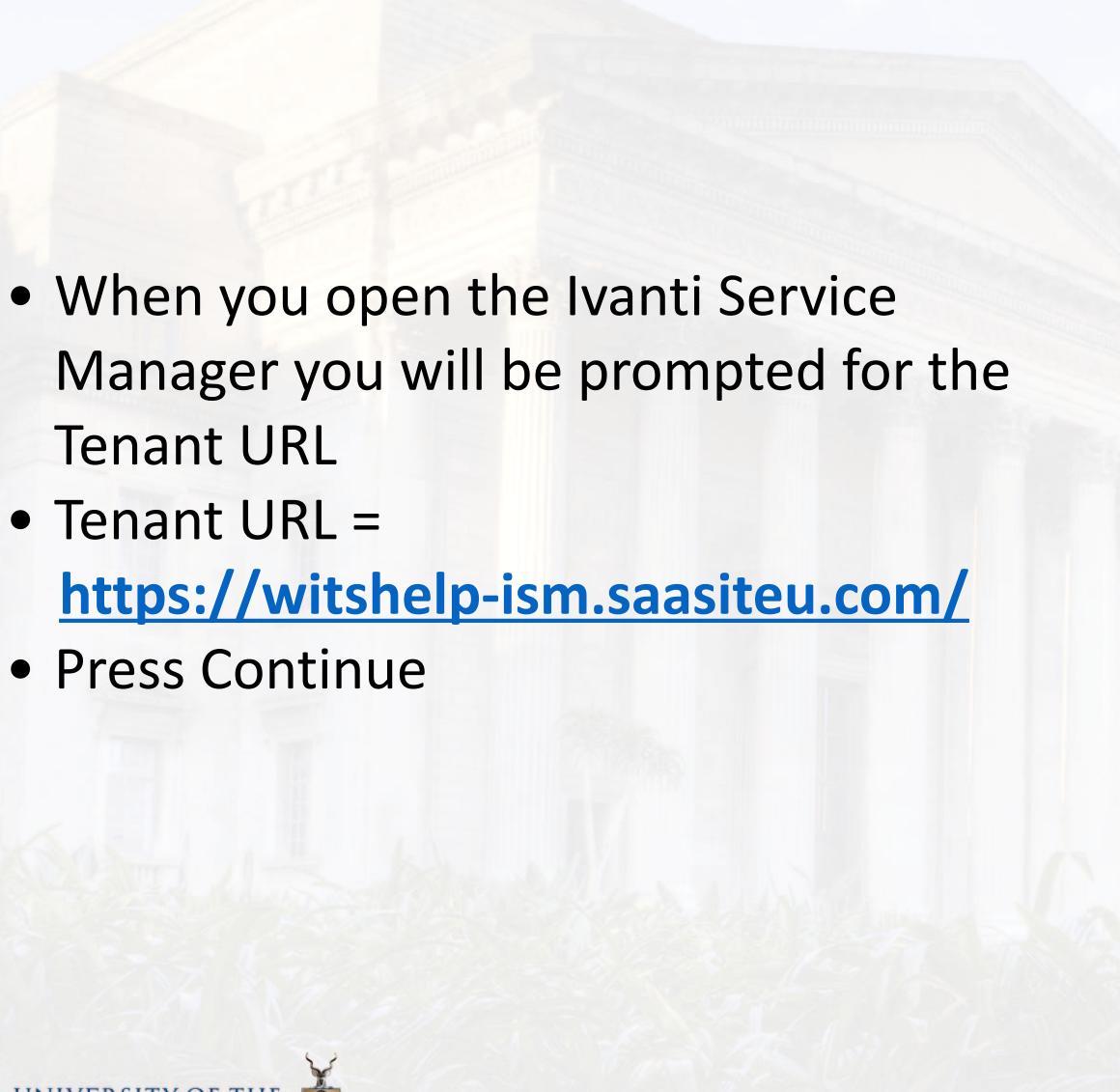


The screenshot displays the iOS App Store interface. At the top, the search bar contains the text "ivanti service manager". Below the search bar, the app's icon (a red square with a white 'I' symbol) and title "Ivanti Service M..." are shown, with a "Business" subtitle and a blue "OPEN" button. The main area shows three screenshots of the app's interface: "IT Support Portal", "Knowledge Base", and "Service Catalog". Each screenshot displays various service requests and articles. At the bottom of the screen, there are navigation icons for "Today", "Games", "Apps", "Arcade", and a magnifying glass icon labeled "Search".

- In the App Store, search for **Ivanti Service Manager**
- Install the application on your phone.



Apple/IOS - Insert the Tenant URL.



- When you open the Ivanti Service Manager you will be prompted for the Tenant URL
- Tenant URL =
<https://witshelp-ism.saasiteu.com/>
- Press Continue

Ivanti Service Manager

Tenant URL:

http://witshelp-ism.saasiteu.com/

Continue

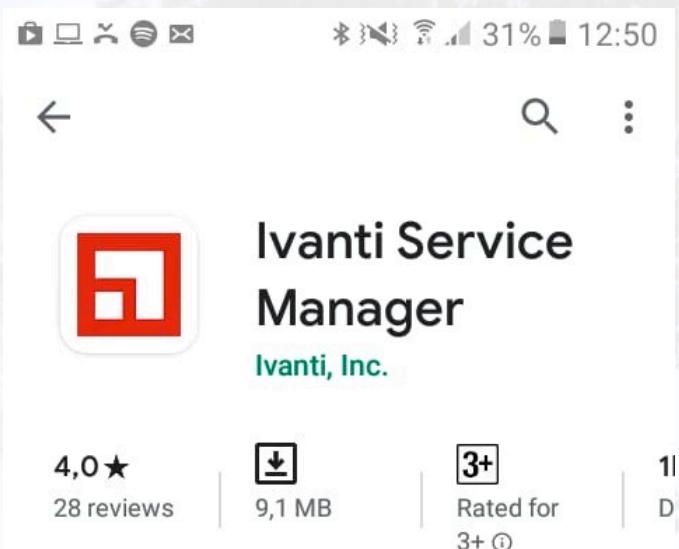
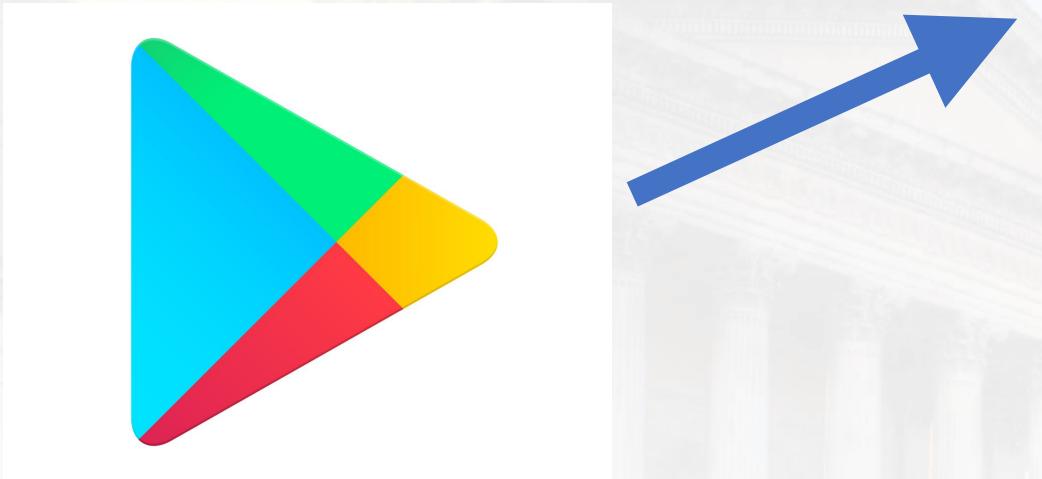
Done

Hi | Hello | I

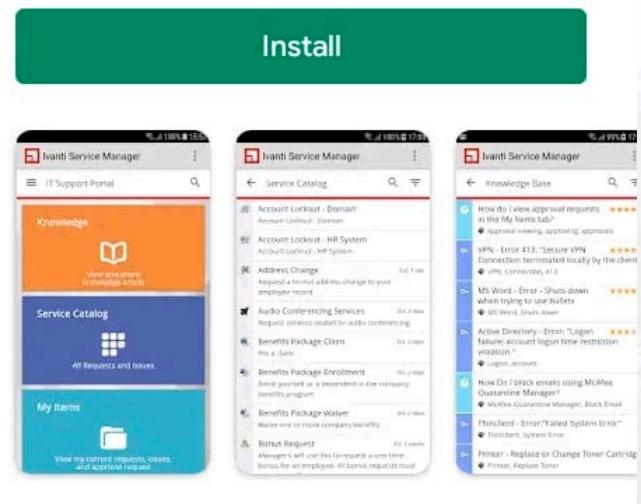
Q	W	E	R	T	Y	U	I	O	P
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123	🌐	ⓧ	space	return					

Android - Go to your Play Store.

WITS
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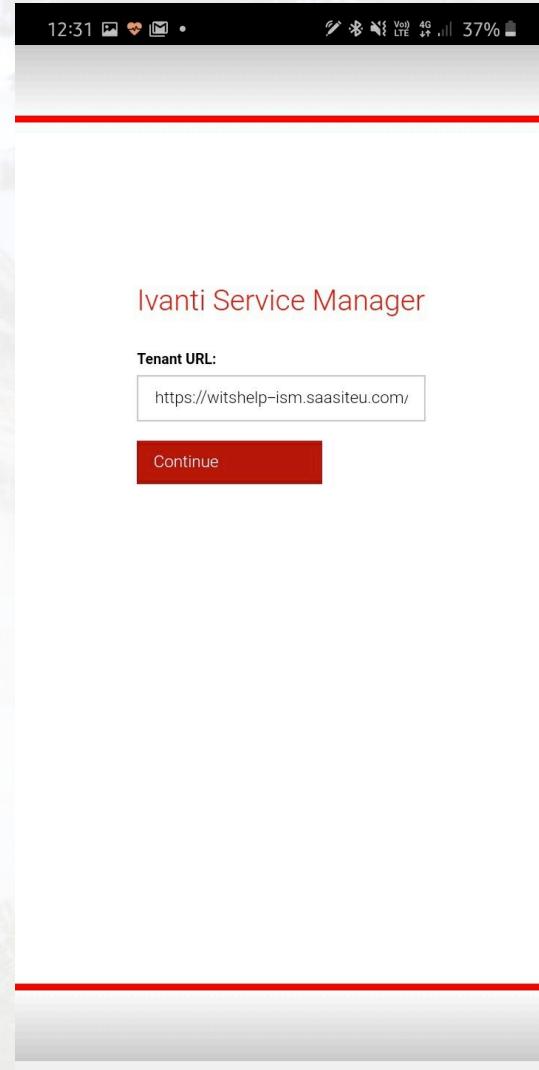
- In the App Store, search for **Ivanti Service Manager**
- Install the application on your phone.



Android - Insert the Tenant URL.



- When you open the Ivanti Service Manager you will be prompted for the Tenant URL
- Tenant URL =
<https://witshelp-ism.saasiteu.com/>
- Press Continue



Log in

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- Log in with your Staff No and Password



The image shows a smartphone displaying the Wits University login page. The screen includes a header with the time (12:32), battery level (36%), signal strength, and connectivity icons. Below the header is the 'Ivanti Service Manager' logo. The main content features the Wits University crest and the text 'UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG'. On the right side of the screen, there is a 'WITS Help' section containing fields for 'User Name' and 'Password', a large blue 'Login' button, and links for 'Sign in with ADFS' and 'Forgot Password?'. At the bottom, there is a footer note about IT Service Management solutions and standard navigation icons (back, forward, search, etc.).

12:32 100% VoLTE 4G 36%

Ivanti Service Manager

UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG

WITS Help

User Name

Password

Login

Sign in with ADFS

Forgot Password?

To learn more about our innovative IT Service Management solutions, visit our

To log a ticket - 1

- Select the Service Catalog



The screenshot shows a mobile application interface for Ivanti Service Manager. At the top, there is a header bar with the text 'App Store' and 'LTE' on the left, the time '12:37' in the center, and a battery icon on the right. Below the header is a navigation bar with a red square icon, the text 'Ivanti Service Manager', a menu icon, the text 'WitsHelp Self-Service Portal', and a search icon. The main content area is divided into four colored sections: orange, dark blue, teal, and white. The orange section is labeled 'Knowledge' and features a white dotted circular icon. The dark blue section is labeled 'Service Catalog' and features a white 4x4 grid icon. The teal section is labeled 'My Items' and features a white folder icon. At the bottom, there is a white section labeled 'Featured Knowledge Articles' with a link to 'How to Setup Microsoft Teams Meeting'.

To log a ticket - 2



- Select New Ticket



The screenshot shows the 'Ivanti Service Manager' app interface on an iPhone. At the top, it displays 'App Store' with signal strength, 'LTE', and the time '12:38'. Below the header is a navigation bar with a back arrow, the text 'Service Catalog', a search icon, and a filter icon. The main area is titled 'Popular Items' with a collapse arrow. It lists three items:

- New Ticket**
New Ticket
Generic Service Request
- Conference Internet Access Request Form**
ICT Services
Please Note: This request may take up to 3 days...
- DNS Registration Form**
ICT Services
This request requires HOD as well



To log a ticket - 3



- Select New Ticket



The screenshot shows the 'Ivanti Service Manager' app interface on an iPhone. At the top, it displays 'App Store' with signal strength, 'LTE', and the time '12:38'. Below the header, the title 'Ivanti Service Manager' is shown next to a red square icon. To the right of the title are three vertical dots. Underneath the title, there's a back arrow, the text 'Service Catalog', a magnifying glass icon for search, and a filter icon. A section titled 'Popular Items' is visible, featuring three items: '-New Ticket' (with a 'New Ticket' link below it), 'Generic Service Request' (with a document icon), 'Conference Internet Access Request Form' (with a people icon), and 'DNS Registration Form' (with a double arrow icon). Each service item includes its name, a brief description, and a note about processing time or requirements.

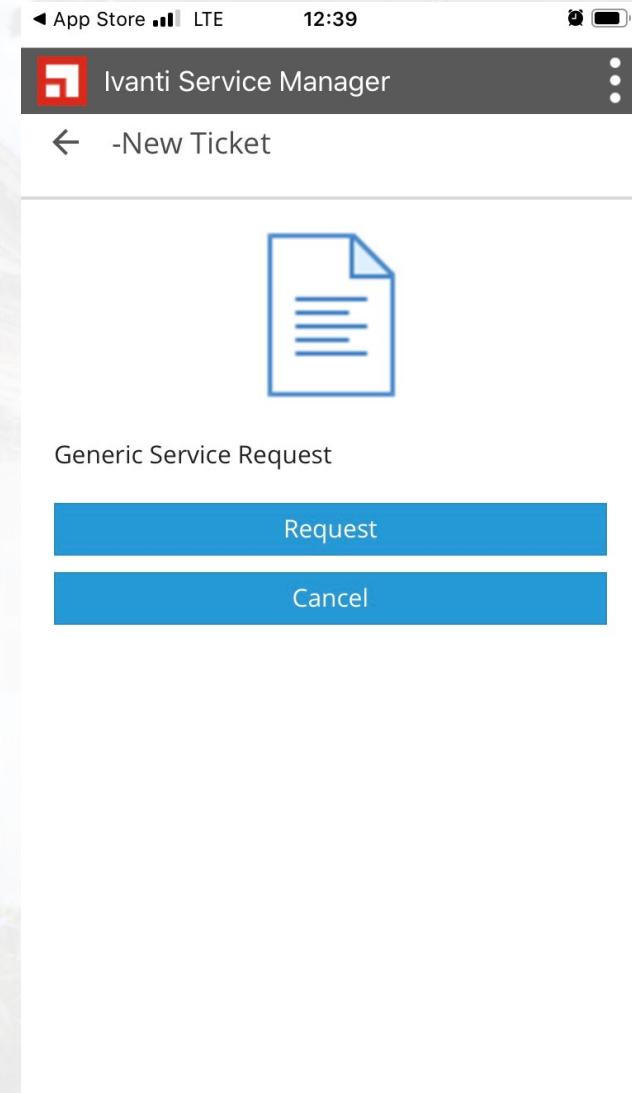
Service Item	Description	Note
-New Ticket	New Ticket	Generic Service Request
Conference Internet Access Request Form	ICT Services	Please Note: This request may take up to 3 days...
DNS Registration Form	ICT Services	This request requires HOD as well



To log a ticket - 4



- Select Request



To log a ticket - 5

- Insert the details and Review and Submit



The screenshot shows a mobile application window titled "Ivanti Service Manager" with the sub-tittle "-New Ticket". The screen includes a header with the time (12:36), battery level (35%), and signal strength. Below the header, there's a section for "Service options" with fields for "Department" (set to "ICT") and "Summary" (containing "Elevated rights"). A larger text area for "Description" contains the text "Test". At the bottom of the screen are buttons for "Attachment", "Upload File", "Remove All", "Review & Submit", and "Cancel".



To log a ticket - 6



- Check and Submit



Cell C LTE 13:10

Ivanti Service Manager

ICT

The Department who will be responsible to fulfill the Request.

* Summary:
Login failing for my email

* Description:
Please help reset my password

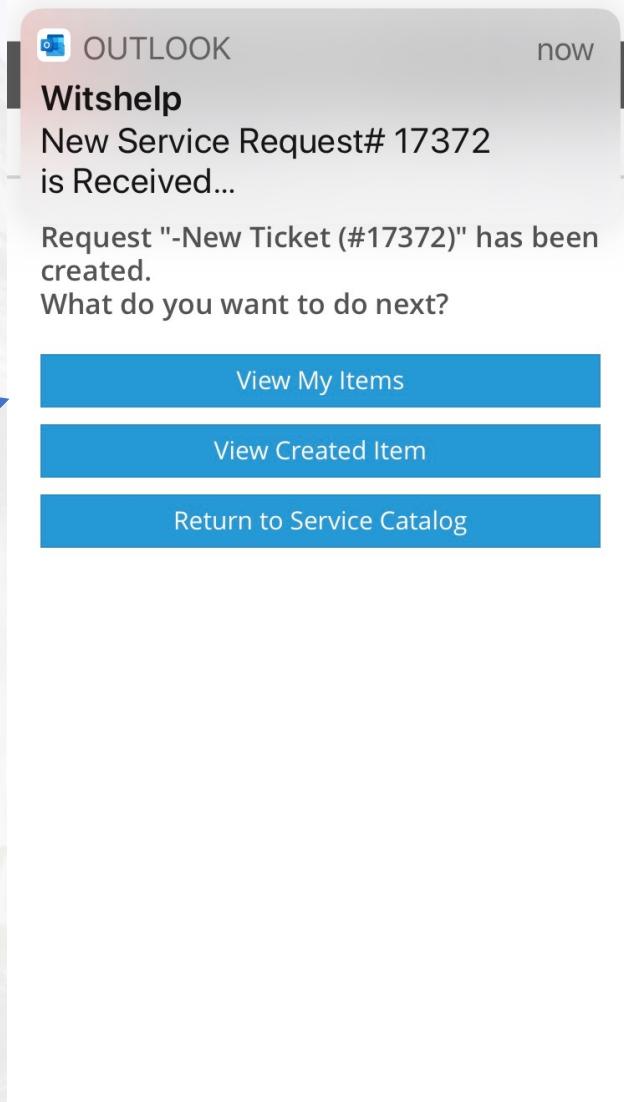
Attachment:

Submit Edit Cancel



To log a ticket - 7

- Your ticket will be submitted and you will receive an acknowledgement email.
- You can also go and view your tickets from here



The screenshot shows an Outlook notification window. At the top left is the Outlook logo. To its right is the word "OUTLOOK". In the top right corner, the word "now" is visible. Below this, the subject "Witshelp" is shown, followed by the message "New Service Request# 17372 is Received...". A larger text below states "Request "-New Ticket (#17372)" has been created." and "What do you want to do next?". At the bottom of the window are three blue buttons with white text: "View My Items", "View Created Item", and "Return to Service Catalog".

To view your tickets

- You can view your tickets from here

