# HEAT Self Service Help Sheet

## Terminology

**Incident (or Issue)** – something that was working and no longer does or has the potential to turn into something more serious i.e. a broken monitor, no longer loading, website issues, etc.

**Service Request** – A general request for a team to do something that has already been agreed i.e. access to a report, change a firewall, create an alert, etc.

## Potential Questions

### I want to log into the HEAT service management/ticket system

- Navigate to this URL - https://TheHutGroup.saasiteu.com
- Enter your windows username and password

  **\*\*If your account has been setup in the last 12 hours this may not work straight away**

### I want to raise a new request

- Using the top level tabs select Service Catalog
- Find the type of request you want using the category navigation (left hand side) or search for a word that is likely to appear

  **\*\*Searches should either be whole words or using a wild card e.g. if you want to reset a password you could search for - Res\* or Reset**

### I can't find a suitable request type?

- Using the top level tabs select Service Catalog
- Select the Uncategorised Requests category (left hand side)
- Select the team that the request is for

  **\*\*Selecting one of these may take longer for the team to process**

### I want to add a comment/attachment to a previous request

- Find and open the request from My Items (Top Level Tab)
- Select the 'Service Request Progress' tab
- Add a new note or browse for an attachment

## I want to raise a new incident

- From the main dashboard either click the 'Report an Issue' button (top right) or select a pre-populated template (middle right panel)
- Add a short title summarising the issue
- Add a full description including how to replicate, links, etc.
- Add a realistic urgency – help will appear as you select from the drop down
- Save incident

## I want to add a comment/attachment to a previous incident

- Find and open the incident from My Items (Top Level Tab)
- Browse for an attachment or add New Notes
- Click Save

# Other Help

A few screen capture videos have been added to the FAQ which may also help.

If you have any issues or feedback please email chris.machnicki@thehutgroup.com